



Warranty Certificate

(Awning vinyl)

GREAT ANNEXE CO ABN 53 049 688 541 (Supplier) offers the following warranty in relation to the products it supplies directly or through an authorised manufacturer, dealer or approved service repair agent.

Congratulations

You have made an excellent choice of this quality product. Our commitment to quality also includes our service. Should you, contrary to expectations, experience defects due to manufacturing faults, GREAT ANNEXE CO will provide you with a warranty against defects as follows:

Warranty.

The product is guaranteed to be free from defects in workmanship and parts for a period of 5 years from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced, or refunded at our discretion.

The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Proof of Purchase

This warranty is valid for the original purchase and is not transferable. Please keep your purchase docket, tax invoice or receipt as the best proof of purchase, and as proof of date on which the purchase was made.

Extent of Warranty

This warranty is limited to defects in workmanship or parts. All defective products or parts will be repaired or replaced.

This warranty does not cover normal wear and tear to the products or parts.

Exclusions

This warranty does not cover:

- Any defects caused by an accident, misuse, abuse, improper Installation or operation, lack of reasonable care, use of non-approved cleaning products. unauthorised modification, Loss of parts, tampering or attempted repair by a person not authorised by the distributor.
- Tension mark ripples.
- Any product that has not been installed, operated or maintained in accordance with the standard operating instructions of the product.
- the alleged damage to fabric has been caused by storm, wind or rain, or stretching of fabric caused by water pooling on fabric.
- breakage or bending of hardware components has been caused by storm, wind or rain, or water pooling on fabric. Any product that has been used for purposes other than domestic use.
- Where the Product has been subject to abnormal conditions, including environment, mould, mildew, temperature, high or excessive wind, water, fire, humidity, pressure, stress or similar.

To Make a Claim

This warranty against defects is provided by:

Great Annexes Co, 129 South Pine Road, Brendale, QLD, 4500. Phone 1800 612 672.

If a defect in the goods appears within 5 years, you are entitled to claim a warranty, please contact or send all warranty claims to:

GREAT ANNEXE CO
C/O CUSTOMER SERVICE CLAIMS
129 SOUTH PINE ROAD
BRENDAL, QLD,4500
AUSTRALIA

TELEPHONE: 1800612627
OPERATING HOURS: 8:00AM - 4:00PM AEST
EMAIL: INFO@GREATANNEXECO.COM.AU



When making a return, please ensure the product is properly packaged to ensure that no damage occurs to the product during transit. Please provide the original or a copy of the proof of purchase. Also please make sure you have included an explanation of the problem. Please note that the costs of making a warranty claim, including any return postage, will be covered by the supplier identified above. Please note upon receiving your warranty claim, the supplier will send, via the post or email, a repair and refurbished goods or parts notice. Please provide your email address and advise the supplier if you wish to obtain a repair and refurbished goods or parts notice via email.
