



R&R Dawood Trading Pty Ltd
T/A Ozwashroom
ABN 70125374736
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3170
Tel: 1300652715

Warranty Document for Ozwashroom hand dryers of “OZ”, “Vortex” & “Jetoz” range - with exclusions



Our hand dryers go through an aggressive testing procedure and carry a 3 years (Labour and parts) return to Base warranty.

1- Ozwashroom A.C.N 125374736 undertakes at it's discretion to repair, or replace free of charge any defective parts in the product either by

(i) Using new or refurbished parts or

(ii) Replace the product with a new or refurbished product, and rectify faults which in their opinion are due to defective workmanship within the Warranty Period. Ozwashroom does not warrant that the operation of the product will be uninterrupted or error free.

2- Ozwashroom will NOT send a replacement under any circumstances to the customer before we receive the faulty item unless prior arrangement before the purchase being made.

3- All Faulty items Under Warranty will Be Posted to Our factory For Repairs. Our Warranty DOES NOT cover the removal or refit of the hand dryers or any other products.

4- Any repairs or parts replacement under the Warranty will be made without charge providing:

- a) The customer's copy of the sales docket is presented as proof of the purchase date.
- b) The product was purchased from an authorised dealer/ agent appointed by Ozwashroom
- c) There has been no attempt to repair the product by an unauthorised service provider.
- d) The product's serial number has not been removed or altered.
- e) The product must be delivered to our facility in either its original packaging or a similar package providing an equal degree of protection. Postage, insurance and/or shipping charges are the responsibility of the customer.

5- The Warranty extends only to defects occurring under normal use of the product and when operated in accordance with Ozwashroom's instructions.

6- This Warranty expressly excludes:

- a) Fair wear and tear;
- b) Cosmetic damage, such as scratches, nicks and dents;

- c) Damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; d) Mileage or travelling time in respect of service, or pick-up or delivery costs incurred;
- e) Service costs arising from failure to correctly adjust the controls of the product or observe the operating instructions;
- f) Costs associated with removal and remounting of products installed on mounting brackets.
- g) Damage caused by service performed by anyone who is not an authorised service provider of Ozwashroom; or
- h) Damage to product that has been modified or altered without the written permission of Ozwashroom, such as (but not limited to) hard wiring the product.

7- When a product or part is exchanged, the original item becomes Ozwashroom's property.

8- Any replacement product provided under the Warranty may vary in colour and/or cosmetic design from the original product.

9- Service under the Warranty (which may include replacing the defective part) will not extend the period of the Warranty.

10- The Warranty is transferrable. However, any transfer of the product does not extend the term of the Warranty.

11-For Return and Exchange Purposes: Products must be returned in it's original condition with all accessories included in their original packing materials, including cartons and boxes within 14 days of purchase date. Shipping and handling cost is NOT refundable. In certain cases such as customer damage of our product, we reserve the right to refuse return, refund, or exchange of any items.

12-OzWashroom is liable for shipping cost sending back a replacement or repaired item to the buyer.

THE WARRANTIES AND REMEDIES CONTAINED HEREIN

ARE IN ADDITION TO ALL OTHER RIGHTS OR REMEDIES THE CUSTOMER MAY HAVE, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

IN NO EVENT SHALL OZWASHROOM BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THE PRODUCT, AND NEITHER ASSUMES NOR AUTHORISES ANY REPRESENTATIVE OR ANY OTHER PERSON TO ASSUME FOR IT ANY OBLIGATION OR LIABILITY OTHER THAN AS EXPRESSLY PROVIDED HEREIN. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS DO NOT APPLY TO YOU.