



WARRANTY POLICY

General Terms and Conditions

Spring assemblies sold by Westralia Spring Works are guaranteed to be free from defect in material and workmanship, and guaranteed against failure or breakage under **conditions of normal use**.

This is a limited warranty for a period of 12 months after the initial date of sale by Westralia Spring Works.

It is the purchaser's responsibility to determine that the goods purchased are suitable in capacity and purpose for their particular application. Warranty does not apply to goods incorrectly chosen by Buyer.

Westralia Spring Works will at its discretion repair or replace any products supplied by it which are found to be defective in either material or workmanship. Repair or replacement is preconditioned on the examination of the goods by Westralia Spring Works.

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.

Under warranty conditions the product must be returned to the Retailer as stated on the proof of purchase. Westralia Springs will not provide refund directly to end-user under any circumstances where Westralia Spring Works was not the retailer.

This warranty applies to products only and does not cover freight or cost incurred in removing or replacing of goods. Any claim for freight in returning parts or consequential loss can only be considered by Westralia Spring Works **AFTER** product is returned and deemed defective. Any claim for freight or consequential loss must be submitted to Westralia Spring Works within 14 days from the date stated on the Warranty Report which will provide details of the product findings.

In the event that an item has been returned to us for warranty assessment, and has not subsequently been accepted by us for warranty, the costs incurred in freighting the item back to the customer will be at the customers' expense.

Warranty does not cover any defect caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, loss of parts, exposure to abnormally corrosive conditions, tampering or attempted repair by a person not authorized by Westralia Spring Works.

Any alterations or modifications including colour will void warranty.

Warranty does not cover normal wear and tear of the product or parts.

Buy-ins

Items that are non-stock and have been specifically bought in by us at the specific request of a customer will be subject to the original manufacturer's warranty conditions. Such items will have to be returned to the original supplier for their assessment of any warranty claim.

Acceptance

Our physical acceptance of an item does not constitute an agreement that warranty will be provided. Warranty decision can only be provided after item has been assessed based on the above outlined conditions.

Proof of Purchase

Please keep your purchase invoice / receipt as proof of purchase. The purchase invoice / receipt must be presented with the product when making a claim under this warranty. In the event the receipt of purchase is not presented, then this warranty is invalid.

Assessment

In all matters pertaining to the above, judgment will be at our sole discretion.