



WARRANTY STATEMENT 2020

CHARGE PLUS, P.O Box 465, SUNBURY, Victoria, 3429, provides the following manufacturer's warranty in relation to its products.

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.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

WARRANTY

Subject to the limitations and exclusions below, **CHARGE PLUS** warrants that:

1. The electronic assemblies of the Products manufactured by Charge Plus will be free, under normal application & correct installation, from defects in materials or workmanship for **2 Years** from the date of original purchase. Other items sourced and on sold by Charge Plus will be free, under normal application & correct installation, from defects in materials or workmanship for **1 Year** from the date of original purchase.
2. **CHARGE PLUS** will, in its sole discretion, replace, repair or adjust the Product:
 - (a) where a defect appears in the Product before the end of the applicable warranty period; and
 - (b) Where **CHARGE PLUS** finds the Product to be defective in materials or workmanship under normal use and service.
3. This warranty is only on the **CHARGE PLUS** Product and does not cover the installation and or calibration of the product. The installing company, where applicable, is responsible to cover the installations warranty and this is why all claims must be made through the original point of purchase.
4. This warranty is not transferable to a subsequent purchaser if the Product is sold by the original purchaser during the warranty period.
5. **CHARGE PLUS** reserves the right to replace defective parts of the Product with parts and components of similar quality, grade and composition where an identical part or component is not available.
6. Products presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the Product.
7. **CHARGE PLUS** reserves the right to change the Product's specifications or designs at any time without notice and without liability.

WARRANTY CLAIMS

8. If a fault covered by warranty occurs during the applicable warranty period, the purchaser **must** contact the Original point of purchase as shown on the purchaser's receipt. **No products is to be returned directly to CHARGE PLUS for repair or testing it must go through the original point of purchase.**
9. Any claim for warranty must be accompanied by appropriate documentation that provides proof of purchase and full detailed description of the alleged defect.
10. The purchaser must make the Product available to **CHARGE PLUS** for inspection and testing.
11. The cost of the removal, freight, insurance, testing and re-installation of the Product is to be borne by the purchaser.
12. Where inspection and testing of the Product does not disclose any defect in materials or workmanship, the purchaser must pay the cost of the service work, evaluation, and testing.



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LIMITATIONS

13. **CHARGE PLUS** makes no express warranties or representations other than set out here.
14. The repair or replacement of the Product or part of the Product is the absolute limit of **CHARGE PLUS's** liability under this manufactures warranty.

EXCLUSIONS

15. The warranty will not apply where:
- (a) the Warranty has not been claimed through the Original point of purchase as shown on the customers receipt;
 - (b) the product has not been installed as per **CHARGE PLUS's** installation instructions;
 - (c) the Product or the vehicle in which it is installed has been sold or assigned.
 - (d) the Product is changed from its original form and this new form makes testing and or repair not possible.
 - (e) the Product is not repaired, adjusted or altered by an authorised dealer;
 - (f) the Product has been subject to abnormal conditions, whether of temperature, water, humidity, pressure, stress or similar;
 - (g) the defect in the Product has arisen due to the purchaser's failure to properly maintain, use or operate the Product in accordance with the recommendations and instructions specified by the vehicle manufacturer, **CHARGE PLUS**, any original equipment manufacturer or by Federal or State law;
 - (h) the Product has been misused, abused, neglected or involved in an accident;
 - (i) the defect in the Product has arisen in **CHARGE PLUS's** opinion due to it not being installed using supplied wiring strain relief, in the case of Piezo Switch product.
 - (j) the defect in the Product has arisen due to it not being installed and handled using the correct static sensitive handling procedures.
16. The warranty will not extend to:
- (a) wiring looms, fuses or Batteries and mounting hardware (these items are not made by **CHARGE PLUS** and are covered by their manufactures statutory warranty); or
 - (b) the improper installation of the Product.
17. **CHARGE PLUS** reserves the right to update this warranty statement at any time.