

Intent

The Company is committed to provide the highest possible standards of customer service at all times designed to both meet and exceed customers' expectations. The Company aims to apply fairness to all requests for return of goods and to act in accordance with the relevant legislation and regulations, as well as general warranty on all its products.

This policy is designed to establish consistent Company standards and procedures for the investigation and action of any returns of Company products from customers.

Legislation

Under current legislation, the Company does not have to refund or accept the return of goods when a customer has changed their mind. However, the Company does provide a remedy when goods do not meet the legislated 'consumer guarantees' or meet consumer guarantees on repairs & spare parts or any expressed warranty.

General Warranty

The Company is committed to providing excellence – we provide cost effective, efficient, safe and good quality products. We also aim to apply fairness to all requests for repair, replacement or return of goods.

The Company will act promptly to investigate and remedy return of goods for repair or replacement due to faults or defects, or incorrect supply. Our products are covered by warranty (see periods and inclusions below) and we encourage customers to let us know if they are not completely satisfied with any aspect of their purchase.

Customers should contact their dealer (where relevant) to arrange a warranty claim for their product.

Dealers should refer to **Process a Warranty Claim – Dealers** for guidance in lodging a claim.

General Warranty – terms and conditions:

1. A return or alteration of goods does not apply if a customer simply changes their mind.
2. Customers are expected to inspect all products upon delivery and notify the Company of any evident defect/damage, shortage in supply, or failure to comply with the description or quote. The customer must notify any other alleged defect in the products as soon as reasonably possible after any such defect becomes evident (as per the Company's *Terms and Conditions of Trade 13.1*).
3. The Warranty Registration and Warranty Checklist must be completed, signed and returned to the Company within 8 days of delivery of purchase.
4. Every machine is thoroughly inspected and tested prior to delivery as indicated on the Warranty Checklist.
5. The Company warrants all its products against defective workmanship and faulty materials, and undertakes at its option, and according to the judgment of authorised staff or representative, to repair or replace, free of charge, each component or part thereof (excluding travel, freight or labour) on condition that:
 - the product or component is found, on examination, to be suffering from a material or constructional defect;
 - the product or relevant part has not been subjected to incorrect adjustment, misuse or neglect, or has been involved in any accident;
 - the product has not been damaged due to repairs, modifications or alterations made by any person not authorised by the Company to do so; and
 - the repairs are not required as a result of normal wear and tear.
6. Damaged parts will be assessed by authorised staff of the Company, either physically, if possible, or by photo or video graphic means.

7. All parts relating to a warranty claim will be returned to the Company within 30 days and in the event of a successful claim, retained by the same.
8. The customer is responsible for the return of all parts claimed under warranty to the Company. The Company will advise the exact location of return which, if possible, will be the closest dealer.
9. The Company cannot be held responsible for any repair, or cost incurred by repair, by an unauthorised person.

Warranty Periods and Inclusions

Failure Type	Warranty Period <i>(from the date of delivery)</i>	Warranty Type
Main frame & associated fixed componentry	0 – 3 months	100% * + 100% relative costs **
	3 – 12 months	100% * + 50% relative costs **
	12 – 24 months	50% *** + 50% relative costs **
	> 24 months	No Warranty
Main frame wearing componentry (wheels, bearings, drive train, motors, electronics etc.)	0 – 1 month	100% * + 100% relative costs **
	1 – 3 months	100% * + 50% relative costs **
	> 3 months	No Warranty
Swivel Bearings #	0 – 1 month	100% * + 100% relative costs **
	> 1 month	No Warranty
Repair cost reimbursement – ex Dealers yard <i>(costs and repair times must be agreed with AGPL)</i>		\$90.00/hour + GST <i>(excluding travel time & costs)</i>

* AGPL will supply replacement parts at zero cost to the customer.

** Includes shipping and associated labour (excluding travel) to a maximum cost of 100% of the sale value of the said products/components.

*** AGPL will supply replacement parts and the customer will be required to pay 50% of the parts.

Only when equipped on original delivery of machine.