

WARRANTY CARD

PLEASE RETAIN YOUR INVOICE AS PROOF OF PURCHASE. IF YOU CANNOT SUPPLY AN INVOICE WARRANTY IS VOID.

Warranty claims can only be made via email! Please include the following information when you email us at sales@stareast.com.au

- Name, address and telephone number
- Model number and serial number of item if possible
- A clear, detailed description of the problem
- Proof of purchase including Invoice number and Date

A GRA (GOODS RETURN AUTHORITY) IS ALWAYS REQUIRED BEFORE RETURN. PLEASE NOTE:

- Before contacting us to arrange a GRA, please determine whether your product requires a return. Some questions can be addressed without the need to return the item. A good source of information is Google however if unsure, it is best to contact us to determine if we are able to assist.
- In accordance with duty of care laws, technical support can only be provided to licensed contractors, technicians & electricians. Please provide these details at the time of your enquiry. If an item is installed and you are unable to provide these details, Warranty is immediately voided.
- This warranty card is provided alongside our terms and conditions. All warranty claims are addressed exclusively by Stareast International Pty Ltd in Australia. You can also view this warranty card as well as our FAQ's at www.stareast.com.au
- Items that have been installed and are working cannot obtain a GRA for item refunds for any reason.
- Items that have not been installed and require a GRA return for refund will be subject to a re-stocking fee as outlined in the Stareast Terms & Conditions.
- Our warranty procedures are in accordance with Australian Consumer Law & we take into good account your rights as a consumer as well as our own rights. If outside Australia, please contact us to determine whether warranty applies.
- If an item is suspected to be faulty, cease using the product immediately & contact us via email with instructions outlined above to obtain a GRA. Please allow - business day to get back in touch with you with either further instruction or a GRA. Item returns will not be accepted without our GRA number.

ONE YEAR LIMITED WARRANTY

WHAT IS COVERED

For one year (12 months) from the invoice date of purchase, when this product is installed, operated and/or maintained by a licensed technician, electrician or contractor according to instructions attached to or furnished with the product, or when not provided, when good, standard, and known installation practice is performed, Stareast International Pty Ltd (hereafter "Stareast") will pay for Specified Replacement Parts or item repairs to correct defects in materials or workmanship that existed when the replacement part was purchased, or at its sole discretion replace the part itself. In the event of product replacement, your item will be warranted for the remaining term of the warranty period.

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 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.

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPLACEMENT OR PRODUCT REPAIR AS PROVIDED HEREIN. This limited warranty is valid only in Australia and applies only when the product is installed in the specified appliance, or used appropriately for purpose and in the country in which it was purchased. This limited warranty is effective from the invoice date of original consumer purchase. Proof of original purchase date and invoice number is required to obtain remedies under this limited warranty.

WHAT IS NOT COVERED

1. Commercial, non-residential, multiple-family use, or use inconsistent with published user, operator or installation instructions.
2. In-home instruction on how to use or install your product.
3. Service to correct improper product maintenance or installation, installation not in accordance with electrical or plumbing codes or correction of household electrical or plumbing (i.e. house wiring, fuses or water inlet hoses).
4. Consumable parts (i.e. light bulbs, batteries, air or water filters, preservation solutions, etc.).
5. Conversion of products from natural gas or L.P. gas.
6. Damage from accident, misuse, abuse, fire, floods, acts of God or use with products not approved by Stareast International.
7. Repairs to parts or systems to correct product damage or defects caused by unauthorised service, alteration or modification of the appliance.
8. Cosmetic damage including scratches, dents, chips, and other damage to the appliance finishes unless such damage results from defects in materials and workmanship and is reported to Stareast International within 30 days.
9. Discoloration, rust or oxidation of surfaces resulting from caustic or corrosive environments including but not limited to high salt concentrations, high moisture or humidity or exposure to chemicals.
10. Food or medicine loss due to product failure.
11. Travel or transportation expenses for service in remote or international locations where an authorised Stareast service is not available.
12. Removal or re-installation of inaccessible appliances or built-in fixtures (i.e. trim, decorative panels, flooring, cabinetry, islands, counter-tops, drywall, etc.) that interfere with servicing, removal or replacement of the product.
13. Service or replacement parts for appliances with original model/serial numbers removed, altered or not easily determined.
14. Your incurred freight expenses to return suspected faulty items to Stareast International for inspection before a replacement or refund can be issued. There are provisions and some exceptions to this rule allowed by Australian consumer law, but will be dealt with on a case by case basis.

The cost of repair or replacement of items under these excluded circumstances shall be at the cost of the customer.

DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and territories do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from your state or territory.

DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY

Stareast makes no representations about the quality, durability, or need for installation of items purchased other than the representations contained in this warranty.

LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPLACEMENT OR PRODUCT REPAIR PROVIDED HEREIN. STAREAST SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and territories do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from your state or territory.