

ALLSHELTER Warranty

1. These terms and conditions (**Warranty**) apply to all shelter products manufactured by Allshelter Pty Ltd ABN 55 163 288 355 (**Company**) of 19 John Street, Lawson NSW 2783, telephone 1800 908 888, email; customerservice@allshelter.com.au
2. This Warranty is a voluntary warranty given by the Company, and the benefits to the Customer given by the Warranty are in addition to other rights and remedies that the Customer may have under the law in relation to the Products.
3. The Products do not include (and this Warranty does not apply to):
 - (a) products such as finished structures, accessories or components that are manufactured by third parties and distributed or supplied by the Company. A third-party warranty may apply to such non-Company products;
 - (b) Products that have been sold or disposed of by the first purchaser. This Warranty applies only to the original purchaser from the Company;
 - (c) Products that have been decommissioned and/or reinstalled by a third party other than the Company or without the Company's approval; or
 - (d) hardtop Products installed within a distance of 1000 meters of the ocean.
4. The following statement applies only if you are a consumer as defined in the Australian Consumer Law (under the Competition and Consumer Act 2010):

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

 - (a) *to cancel your service contract with us; and*
 - (b) *to a refund for the unused portion, or to compensation for its reduced value.*

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.
5. Goods 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 goods. This notice is given under the Australian Consumer Law.
6. Should a Product be found to have manufacturing defects under normal use, the Company will repair that defect or replace the Product or relevant component at its option, subject to the terms of this Warranty.
7. The Warranty applies for the following periods from the date of original purchase of a Product from the Company:
 - (a) five (5) years for Products designated by the Company as towable shelters; or
 - (b) ten (10) years for all other Products.
8. The Company will bear the cost of repair or replacement (as determined by the Company) of a Product under the Warranty, excluding any freight, delivery charges, taxes, levies, installation or third-party charges or other costs, adjusted as described in clause 9.
9. The costs that the Company will bear under the Warranty (**Warranty Cover**) will reduce by a percentage amount at the end of each year (being an anniversary of the date of purchase), as follows:
 - (a) for Products referred to in clause 7(a), the Warranty Cover will reduce by 20% at the end of each year; or
 - (b) for all other Products:

- i. for the first six (6) years, the Warranty Cover will reduce by 15% at the end of each year (thus for the first year, the Warranty Cover will extend to 100% of the repair or replacement cost of the Products; for the second year, the Warranty Cover is 85%; for the third year, the Warranty Cover is 70%; for the fourth year, the Warranty Cover is 55%; for the fifth year the Warranty Cover is 40%; for the sixth year, the Warranty Cover is 25%); and
 - ii. for the next four (4) years, the Warranty Cover will reduce by 5% at the end of each year (thus for the seventh year, the Warranty Cover is 20%; repeated for each year until, for the tenth year, the Warranty Cover is 5%).
10. After the applicable period specified in clause 7 expires, the Company is not liable under this Warranty to pay any costs relating in any way whatsoever to damage, repair or replacement of the Products.
11. This Warranty does not apply to defects or damage caused by or resulting from:
 - (a) improper use or installation, or use or installation not in accordance with the Company's instructions;
 - (b) improper or inadequate maintenance;
 - (c) unauthorized modification or alteration of the Products;
 - (d) neglect, misuse or abuse of the Products;
 - (e) exposure to corrosive elements or incompatible products or substances;
 - (f) wear and tear caused by multiple installations and dismantling;
 - (g) incorrect storage or handling;
 - (h) normal wear and tear;
 - (i) exposure to wind speeds exceeding the design rating;
 - (j) damage arising from the failure of components supplied by others;
 - (k) damage arising from the failure of support components such as posts, walls, existing buildings and shipping containers;
 - (l) damage arising from foundation or anchorage failure;
 - (m) aberrant natural events (such as cyclones, earthquakes, lighting strikes or floods);
 - (n) items or goods inside or near the Products;
 - (o) explosions, sabotage, accident, embargoes, riots, civil commotions, terrorist activities, war and acts of war (whether declared or undeclared);
 - (p) vandalism or intentional damage, whether by the Customer or another person,where the Company will act reasonably in the case of any disagreement regarding these matters but its decision will be final.
12. The Customer is responsible for and must pay to the Company on request that portion of the cost of the repair or replacement that is additional to the Warranty Cover (as determined under clause 9 above), plus the cost of freight, delivery charges, taxes, levies, installation and any third party charges associated with the supply of such repair or replacement, if required by the Company.
13. The Company is not required to complete any work under this Warranty or comply with any obligations under this Warranty if:
 - (a) the Customer has not satisfied its payment and other obligations under this Warranty (including payment in full of the portion due from the Customer as described in clause 12); or
 - (b) the Customer is in breach of any arrangements with the Company, whether related to the relevant Product, under this Warranty, or under any other agreement.
14. All repaired or replacement Products will be dispatched by the Company to destinations within Australia, or to an Australian port for other destinations.

15. This Warranty will apply to any Product that is repaired, or any product that is supplied in replacement for a Product, under this Warranty only for the remaining unexpired period of the Warranty that applied to the Product as originally supplied.
16. To the extent permitted by law, and subject to clauses 2 and 3 above:
 - (a) all conditions, warranties, guarantees, rights, remedies, liabilities or other terms implied or imposed by statute, custom or the general law are excluded from this Warranty;
 - (b) the Company's sole and exclusive liability, whether based in contract, tort, or otherwise, will not exceed its obligations to repair or replace the Product as set out under this Warranty; and
 - (c) in no event will the Company or any of its agents be liable for any direct, indirect, incidental or consequential damages, including loss of profits, business or time. By taking the benefit of this Warranty, the Customer expressly releases and discharges the Company and its agents from any claim, action, suit, demand or judgment arising from any defect or damage as detailed in this Warranty.
17. Any part of clause 16 that would contravene a statute or cause any part of this Warranty to be void will be excluded from this Warranty.
18. To validate this Warranty the Customer must comply with the following steps, failing which the Company will have no obligations under this Warranty and may refuse all or any part of a claim under it:
 - (a) the Customer must complete all requested details on the Warranty Form; and
 - (b) the Customer must return the Warranty Form to the Company via mail or email, including ten (10) good-quality detailed photographs of the Products as installed, taken in accordance with the schedule to this Warranty, within thirty (30) days of the Products being installed.
19. The Company will, upon receipt of a Warranty Form, where the Warranty Form is received within thirty (30) days of the Products being installed, determine whether the photographs evidence correct installation of the Products, and if so, confirm the Warranty by returning a validated copy of the Warranty Form to the Customer.
20. It is a condition of this Warranty that, in the event of a claim being made under this Warranty, the Customer must, at the Customer's expense:
 - (a) submit to the Company via mail or email a detailed claim in writing within fourteen (14) days of the Customer becoming aware of the defect or damage;
 - (b) include in the Customer's claim:
 - i. a detailed description of the alleged defect or damage;
 - ii. a detailed description of the cause of the alleged defect or damage;
 - iii. ten (10) good-quality detailed photographs of the Products taken in accordance with the schedule to this Warranty; and
 - iv. additional close-up photographs of the alleged defect or damage;
 - (c) provide the Company with:
 - i. any information relating to the event or circumstances giving rise to the Warranty claim requested by the Company;
 - ii. access to any property on which the Product is situated (including procuring the consent of any third-party property owner necessary for the Company to access the Product);
 - iii. access to the Product and any damaged or defective parts;
 - (d) allow the Company to take and remove any damaged or defective Products or parts, to allow for further investigation and testing; and
 - (e) cooperate with all reasonable requests by the Company.