

# Warranty and Returns Policy

At Ultralift Australia Pty Ltd, we take pride in the fact that our products are of the highest quality. Because of this, we offer the following programs to ensure your satisfaction.

## ULTRALIFT 3 YEAR WARRANTY

1. The product is warranted for 3 Years from the date of invoice. Subject to the conditions of this warranty, Ultralift Australia or an authorised installer will perform necessary service on the product without charge for parts or labour if, in the opinion of Ultralift Australia, the product is found to be faulty within the warranty period.
2. This warranty only applies to Ultralift Australia products when purchased from Ultralift Australia or from an authorised dealer.
3. This warranty only applies if the product has been installed and used in accordance with the manufacturer's recommendations (as noted in the instruction manual) under normal use and reasonable care (in the opinion of Ultralift Australia). The warranty covers normal domestic, commercial or educational use only. It does not cover damage, malfunction, neglect, build-up of dirt or dust, abuse, maladjustment of customer controls, mains supply problems, thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorised alterations), exposure to abnormally corrosive conditions or any foreign object or matter having entered the product.
4. If warranty service is required you should:
  - Contact your installer for advice on how to rectify the issue.
  - If this does not solve the problem please call Ultralift Australia on 61 3 9459 0873 for advice.
  - If the device requires service, return the product to Ultralift Australia for repair.
5. The warranties hereby conferred do not extend to, and exclude, any costs associated with the installation, de-installation or re-installation of a product. This includes costs related to the mounting, de-mounting or re-mounting of any screen, (and any other ancillary devices), delivery, handling, freighting, transportation or insurance of the product or any part thereof or replacement to such installation, deinstallation, re-installation or transit.

### Ultralift Australia Pty Ltd

**Email:** [sales@ultraliftaustralia.com.au](mailto:sales@ultraliftaustralia.com.au)

**Web:** [www.ultraliftaustralia.com.au](http://www.ultraliftaustralia.com.au)

**Phone:** 61 3 9459 0873

10 Vernon Ave, Heidelberg Heights VIC 3081 Australia



**OUR HASSLE FREE RETURN PROGRAM**

Our thirty day return program means you may return your purchase, excluding special orders and/or non stock products, to us should you be dissatisfied with your purchase within thirty days of receipt of the product. You must return the item(s) to us by 2nd day freight, insured for full value, with original packaging, documentation, all manuals and accessories. Freight charges, for delivery and return and related insurance charges, will not be refunded or credited. There will also be a restocking fee of 15% of the purchase price.

**CONDITIONS OF RETURNED ITEMS**

Do not write on the box. If the box is written on, the returned product will be refused. Be in the original shipping carton with all original packing material. Include all accessories in their original wrapping/packing material. The actual replacement cost for missing items will be deducted from your refund/credit. Include all manuals, warranty information and instructions. The actual replacement cost for missing items will be deducted from your refund/credit.

**DEFECTIVE OR D.O.A. PROGRAM**

In the case of defective or D.O.A. product(s), no charges will apply. Our Customer Service team must be notified within 30 days of your invoice date if there are any problems with any item(s) upon receipt. Defective or D.O.A. merchandise will be repaired and returned or exchanged for the same make or model.

**FOR ITEMS DAMAGED DURING TRANSPORT**

Ultralift Australia Pty Ltd endeavours to use reputable carriers, but occasionally shipping damage does occur. Resolving the problem of transit damage or loss depends on the cooperation of all parties. In the event of damage or loss it is imperative that you follow these guidelines:

1. Inspect all shipments upon arrival. If damage or loss is apparent upon delivery, do not accept the goods and do not sign for damaged or missing cartons. If you do accept the goods, keep all packing materials and boxes with the damaged product.
2. Immediately advise Ultralift Australia of all damages or problems with the delivery of goods.

**REFUNDS****Established Account:**

A full refund will not be issued if the purchaser's account has an open balance. A credit memo will be issued, and credit will be applied first to the invoice on which the products were purchased, then to any other open invoices on the account, beginning with the oldest invoice.

**Credit Card / EFT:**

All refunds for purchases made by Credit Card/EFT will be issued as a credit to that same account within a reasonable period of time after inspection of returned products.

**Cheque:**

All refunds for purchases paid by cheque, whether prepaid, C.O.D., or account, will be paid by cheque within a reasonable amount of time, after inspection of returned products.

**Ultralift Australia Pty Ltd**

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