



# Product Warranty Statement

## **ABN 78 115 452 634**

Yellow Cleaning Supplies Pty Limited (ABN 78 115 452 634) is the holding company of the trade name Greenpeak Water and trademark Greenpeak.

Greenpeak Water products are warranted to be free from defects in workmanship & materials for a period of 12 months from purchase.

### **Exclusions and Limitations**

We will not be liable for defects which are a result of damage arising from abuse, misuse or lack of reasonable care by the user, loss or damage caused by factors beyond our control, damage or defects caused due to unusual, non-recommended or negligent use or for the replacement of parts due to normal wear and tear.

### **Total Liability**

Our total liability with respect to this warranty against defects is limited, at our option to, the replacement of the goods or the repair of the goods. We will not be liable for any special, indirect, consequential or economic loss or damage or loss of profits (in contract or tort or arising from any other cause of action) suffered by you or any other person resulting from any act or omission by us.

### **Making a Claim**

Any claim made under this warranty must be made by returning the product to our warehouse at Unit 17, 47 Lorraine St, Peakhurst, 2210. You should give us prior notice of any return to facilitate the processing of your transaction.

We will not be liable for any costs, loss or damage incurred in connection with transportation or delivery of the product to us.

All claims must be from the original purchaser and a copy of our invoice must accompany claim.

Upon delivery of the product to us we will assess the product and determine if the fault or problem is covered by this warranty. We will advise you by telephone, email or in writing whether the fault is covered by this warranty.

### **Statutory Guarantees**

This warranty against defects is provided in addition to other rights or remedies you may have at law.

The following paragraph applies where the sale is subject to the Australian Consumer Law.

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 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.

Greenpeak Water reserves the right to make changes to this warranty without formal notice.

Last updated: 06 June 2024

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