

# CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD

## warranty terms and conditions

### **1. GENERAL TERMS, CONDITIONS AND WARRANTIES**

- 1.1. CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD will handle all intellectual property, sourcing of materials and equipment, marketing, packaging and distribution unless otherwise required without notification.
- 1.2. All products and services will comply with industry standards to ensure the electrical safety of the user.
- 1.3. The product sold is guaranteed to be free from defects in workmanship and parts in the warranty period. Defects that occur within this warranty, under normal use and care will be repaired or replaced at our discretion, solely at our option with no charge for parts and labour.
- 1.4. CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD is not responsible for the replacement of any product or relevant part. Each product sold will have the warranty set by the manufacture, and the period of warranty is disclosed at purchase.
- 1.5. The warranty is transferable to a new owner only under a written agreement.
- 1.6. Specified Products supplied by CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD include how to videos, PDFs and marketing materials.
- 1.7. Products and parts not supplied by CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD that require replacement or repair are not included in the warranty.

### **2. PROOF OF WARRANTY**

- 2.1 An invoice must be present with this warranty to make a claim. Failure to produce an invoice will result in the service rendering a charge.

### **3. 1-5-10-25 YEAR WARRANTY**

- 3.1 1 year warranty on parts and labour as per the minimum legal requirement covers surge protection cartridge replacement for 1 year
- 3.2 5 years warranty on parts and labour were selected on quote covers surge protection cartridge replacement for 5 years
- 3.3 10 years warranty on parts and labour were selected on quote covers surge protection cartridge replacement for 10 years
- 3.4 25 years warranty on parts and labour were selected on quote cover cabling from rewired homes

### **4. 1-5-10 YEAR WARRANTY SERVICES PROVIDE**

- 4.1 Text message service reminders for testing devices (safety switches and arc fault devices) for the length of the quoted warranty
- 4.2 Text message service reminders for checking surge protection cartridge replacement and testing devices for the length of the quoted warranty

### **5. REPLACEMENT DURING THE WARRANTY PERIOD**

- 5.1 If a product is discontinued during the warranty period a replacement will be provided at the discretion of CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD
- 5.2 Under warranty conditions the customers must notify CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD of any warranty issues.

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### **6. CLEMS ELECTRICAL PLUG-IN SYSTEM (online purchases)**

- 6.1 5-year warranty applies from date of installation.
- 6.2 Must be installed by licenced electrician.
- 6.3 Postage is charged extra.

### **7. CLEMS ELECTRICAL PLUG-IN SYSTEM (in house purchases)**

- 7.1 1-5-10-year warranty applies from the selected period on the quote.

### **8. FREE QUOTES & CALL OUT FEE**

- 8.1 Free quotes & call outs apply to properties within the catchment area of Brisbane to Ipswich.
- 8.2 A quote and call out fee will apply to properties outside of the catchment area and detailed on the written quote.

### **9. FREE ELECTRICAL SAFETY INSPECTIONS**

- 9.1 Free electrical safety inspection is mandatory for contracting CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD on every job or quote.
- 9.2 Electrical safety inspections are conducted inside and outside of the property.
- 9.3 Electrical safety inspection conducted will produce a written report with any danger found and solutions for the customers consideration.

### **10. FREE REPLACEMENT OF OLD SAFETY SWITCHES (RCD'S)**

- 10.1 Free replacement of old safety switches is mandatory for contracting CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD on every job or quote.
- 10.2 A safety replacement will be as per the recommendation CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD.

### **11. FINANCE, LATE FEES AND TERMS OF SALE**

- 11.1 Finance is provided by SSG Partners Pty Ltd T/as motorlend, credit representative 518857 with Australian Credit Licence 389328 on behalf of CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD.
- 11.2 Payments made by credit card will incur a fee of 1.4%, electronic bank transfer have no fees attached.
- 11.3 Late fees of \$200 per week are applicable for accounts over 7 days due.
- 11.4 Payments are to be as per contract agreements.

### **12. GENERAL EXCLUSIONS AND LIMITATIONS**

- 12.1 If no identical product is available for replacement, CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD has the right to replace the product with a device of equal capacity or offer the customer the choice of a product upgrade which may incur an extra charge.
- 12.2 This warranty does not cover, batteries or other consumable products.
- 12.3 This warranty does not cover any defect caused by an accident, misuse, abuse, and improper operation, lack of reasonable care, removing of parts, tampering or attempted repair by a person not authorised by CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD.

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## **warranty terms and conditions**

- 12.4 This warranty will not apply if damaged, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, miss-adjustment of customer controls, power surges (if not fitted with surge protection installed and supplied by CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD and voltage dips, thunderstorm activity (if not fitted with surge protection installed and supplied by CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD), acts of God, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions, water exposure, flood damage or entry by ant insect, vermin or foreign object in the product.
- 12.5 This warranty does not cover damage arising during transportation of products to be supplied.
- 12.6 This warranty does not apply outside of Australia.
- 12.7 This warranty does not cover normal wear and tear of the product or parts.
- 12.8 CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD will not provide a refund directly to customers in any circumstance unless specifically approved by CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD.
- 12.9 CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD will not be liable for any loss, damage or alterations to (1) third party furniture, hardware and software, or (2) programs, data or information stored on any media or any part of the product, no matter how occurring; or for any loss or damage arising from the loss of use, loss of profits or revenue, or for any resulting direct or consequential loss or damage.
- 12.10 CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD excludes all other warranties, conditions, terms, representations and undertaking whether expressed or implied. The only inclusion is the warranty of the period set by the manufacturer on the purchase date.
- 12.11 All works required under warranty or as a cause of a warranty repairs must be approved by CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD and no other contractors, for no costs will be accepted by CLEMS ELECTRICAL / AFFORDABLE ELECTRICIANS PTY LTD if presented due to this clause.

**END OF DOCUMENT**