

WARRANTY POLICY

Global Cleaning Supplies is committed to providing high-quality products. Our warranty policy complies with the Australian Consumer Law (ACL) and offers additional protection beyond consumer guarantees.

2. Consumer Guarantees

Under the ACL, our goods come with guarantees that cannot be excluded. 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 they fail to be of acceptable quality and the failure does not amount to a major failure.

3. Warranty Coverage

We provide a **1 or 2 year warranty from the date of purchase** against defects in materials and workmanship under normal use depending on the product, **not every product sold by Global Cleaning Supplies is covered by warranty.**

4. Warranty Exclusions

This warranty does not cover:

- Normal wear and tear
- Damage caused by misuse, neglect, improper installation, or unauthorized modifications
- Consumable items such as mop heads, cloths, and sponges
- Damage caused by external factors such as fire, flood, or power surges
- Commercial use where the product is not specified for such use

5. Making a Warranty Claim

To make a claim under this warranty:

- Contact our customer service team at sales@globalcleaningsupplies.com.au with proof of purchase and a description of the issue.
- We may require you to return the faulty product for assessment.
- If a defect is confirmed, we will repair, replace, or refund the product at our discretion.

6. Limitations of Liability

To the extent permitted by law, Global Cleaning Supplies is not liable for any indirect, incidental, or consequential damages arising from the use of our products. This warranty does not limit or exclude your statutory rights under Australian Consumer Law. For any questions or assistance, please contact us at info@globalcleaningsupplies.com.au