

## **Manufacturer's Warranty - 2012**

Strongform Tanks Pty Ltd offers a manufacturer's warranty that its tanks are free from defects caused by faulty manufacture.

- Water Tanks are warranted for a period of 10 years from date of purchase against defects as a result of the manufacturing process and that they are fit for the purpose of storing potable water at ambient temperatures
- Strainers, outlet valves and overflow items supplied with the tanks are covered by a 1 year warranty.
- Pumps and switching systems are covered under the individual manufacturer's warranty provided with the product.

The manufacturer's warranty shall be null and void if:

- a) The tank or product is used for the storage of any good other than potable water at ambient temperature without the written consent of Strongform;
- b) The tank or product is not installed in accordance with the "Strongform Tanks Owner's Manual";
- c) The tank has been subjected to abuse, misuse or willful or accidental damage;
- d) Damage is caused by factors outside the control of Strongform such as earthquake, floods, landslides or other natural disaster.
- e) Where evidence exists that significant load has been placed on the roof of the tank eg. a person has stood on the roof.
- f) The tank is not properly secured
- g) Modifications to the tank or fittings are carried out by anyone other than Strongform Tanks;

Should a claim be made under the manufacturer's warranty, the owner must follow the following claim procedure:

- Provide Strongform Pty Ltd a written warranty claim request via post, email or fax describing the fault
- Provide original proof of purchase
- The claim must be made within seven days of the fault being discovered and Strongform must be given the opportunity to inspect the tank within 28 days of such notification or the warranty will be null and void.

Strongform at its sole discretion will make a determination of whether the fault is repairable and will provide a remedy to either repair the defect or replace the tank. The warranty is limited to the replacement or repair of the tank only and all other costs are to be met by the owner.

The warranty does not cover the normal effects of climate or wear and tear including tank colour which in time may fade or change.

Strongform Tanks retains full ownership of all goods sold until full payment for the goods has been received from the purchaser.

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 other 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.

For further information or assistance on our manufacturer's warranty please contact our office or visit our website.