

IMAGE EXTRA WARRANTY

Image Extra offers 12-month manufacturer's warranty on all our products (unless otherwise stated). If something does go wrong with your goods you should contact us, and we will do what we can to help. The following aims to assist in what constitutes action from *Image Extra*, and how to ensure that we are providing the utmost quality in both our goods and our services.

The 12-month manufacturer's warranty applies from the date of purchase. You will require a form of proof of purchase to make a warranty claim, without this we reserve the right to reject any claim under this warranty. Please also note that the warranty is for the benefit of the original purchaser only and is not transferrable upon any resale of a product provided by us.

Image Extra or its duly appointed representatives may repair or replace those goods at no cost to the customer (at our discretion), where:

- There is a defect in the goods caused by faulty materials or workmanship, and,
- The defect was not caused by:
 - Inappropriate use of the good, including any use otherwise indicated on a quote for the given good/s or on our website for the given good/s;
 - Failure on part of the customer to properly maintain the good/s (i.e. if it were not for the conduct of the customer, would the defect have occurred?)
 - Failure by the customer to follow any instructions or guidelines that are provided by us;
 - Physical abuse or damage to the products that has not been caused by *Image Extra* or our representatives;
 - The continued use of the goods after any defect becomes apparent;
 - Fair wear and tear;
 - Any alteration to the goods;
 - Installation of the good, unless the good was installed by *Image Extra*, or its duly appointed representatives; and
 - Any accident or act of God or natural consequence.

Under the potential circumstances by which there is a defect in the goods provided by us and it was not caused by the situations mentioned above, if we are unable to provide replacement or repair, we may pursue other remedial avenues or provide compensation for the defect.

As a consumer, you have specific legal rights under Australian Consumer Law ('ACL') which offer protection and remedy for inadequate performance and quality of goods and services.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service provided, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the good or service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund for any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

Please note, that our warranty is a voluntary promise and reassurance that is in addition to, and does not purport to exclude, restrict, limit, or override, the legal rights and protections outlined in the ACL.

To make a claim under this warranty, please send:

1. A brief written description and photo of the problem or condition that you believe constitutes a defect.
2. Proof of purchase (such as your order number or an original dated sales receipt) to *Image Extra* at sales@imageextra.com.au

We reserve the right, in our sole discretion, to require photographs, further information or descriptions, or to physically inspect the items prior to accepting a particular claim under this warranty.

Return of the faulty item is the purchasers' responsibility whether that be financial cost of delivery or personal physical delivery of items to *Image Extra*, 7 Ledger Road, Balcatta, WA 6021.