



STAREAST
INTERNATIONAL

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f in @

WARRANTY DISCLAIMER

All relevant sections in pages 3-4 must be filled in for a warranty claim to proceed to the processing stage. Please also ensure the item was sourced from us before proceeding to a claim. Frivolous claims including where items have no discovered fault will attract a service fee.

This warranty covers goods sold by Stareast International Pty Ltd (ABN 81 067 397 059) (**we/us**) except those goods that are **Custom Goods** (goods which are manufactured and/or assembled to order or otherwise manufactured and/or assembled to your specific requirements) or **Special Orders** (orders placed by you for goods not normally stocked by us)

The benefits given by this warranty are in addition to all other rights and remedies that you, the consumer has under any law in respect of the appliance to which this warranty relates.

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.

We warrant, that this good is free from manufacturing errors or defects due to faulty materials or workmanship ("**Defect**" and "**Defective**" has a corresponding meaning) for a period of 12 months from the date of delivery to the original purchaser ("**Warranty Period**").

12 MONTH LIMITED WARRANTY

WHAT IS COVERED

We will, at our option, during the Warranty Period, subject to the following conditions, repair or replace free of charge the good or componentry part, which upon examination by us is found to be Defective. Replacement of the good or any part under the terms of this Warranty does not give the right to an extension or start a new Warranty Period. You are responsible for all labour costs for installing the good or part.

WHAT IS NOT COVERED

Our warranty does not cover:

1. Installation, operation or maintenance of the good sold, which is contrary to the instructions issued by us, or if no instructions are issued, in accordance with generally accepted industry standards;
2. Unauthorised installation, repairs or alterations to the good, other than by recommended service agents and licensed technicians where relevant or required
3. Installation of goods not fit for purpose, fair wear and tear or when life of the good is reached, ie lamps, globes, expiration dates
4. Misuse, abuse, accident, absence of care, improper storage or secondary faults within the application causing the fault of the good
5. Defects caused or contributed by reliance on any specifications and other information, instructions, materials, documents and other data which is provided by you for use in the supply and/or incorporation into the good.

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WARRANTY PROCESS

STEP 1

To claim on this Warranty, you must complete pages 3-4 of this warranty card and send to us within 30 days of becoming aware of the Defect and within the Warranty Period. We will ask for the following information including:

- Your name, address and contact telephone number or email;
- A clear and detailed description of the Defect including photo's where necessary;
- Proof of purchase by supplying us with the GST inclusive paper invoice supplied with every delivery;
- Proof that a licensed or qualified technician has installed relevant item and for contact information for these parties where we can ask technical questions or request further tasks be carried out to validate a legitimate warranty claim; and
- A request to correctly fill out a goods return authority form if the claim is approved for further processing and examination.

STEP 2

Where appropriate, we may require you to send digital photos of the Defect and/or request that you return the Defective good to our address, in original packaging or rigid box (to prevent further damage in transit) together with your original or legible copy of your proof of purchase showing the date of original purchase and a Goods Return Authority Form. We will reimburse postage costs of returning the good to us if upon our examination and after the processing the warranty claim the good is found to be Defective.

STEP 3

If we determine that the good is not defective or is attributed to a secondary fault or conditions our warranty does not cover, we will charge you the costs of any replacement including any labour costs incurred (including attendance at your premises for assessment and installation) at the rate of \$200/hour plus GST with a minimum charge of \$50+GST.

STEP 4

Proof of purchase is required for validation of all warranty claims. The inability to provide proof of purchase may result in us rejecting your claim. If your claim is rejected you will be required to pay for the cost of the service and/or inspection and the cost of labour and parts with a minimum charge of \$50+GST.

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WARRANTY APPLICATION

Pages 3-4 must be filled in and emailed to sales@stareast.com.au for a warranty claim to proceed to the processing stage. Please also ensure the item was sourced from us before proceeding to a claim. Frivolous claims including where items have no discovered fault will attract a service fee.

WARRANTY FORM

1) **Name or Customer Code:** _____

(If you have an SEI unique customer code, proceed to step 5)

2) **Address:** _____

3) **Contact Number:** _____

4) **Contact Email:** _____

5) **I have attached proof of purchase including a copy of the original paper GST inclusive invoice:** YES / NO (please circle)

IF NO, Why: _____

(we will automatically reject claims without the submission of the supplied on delivery Stareast paper invoice. The paper invoice may contain written or printed information such as serial numbers and production dates we need to verify and match to the good before we can proceed to the claim)

6) **I am a licensed electrician, technician or qualified service agent:** YES / NO (please circle)

IF YES, Please provide license details:

(Not required for customers with a SEI Unique Customer Code, proceed to step 7)

Department: _____ License Qualification: _____

License Number: _____ Expiry Date: _____

IF NO, Please provide the name, phone number and email address of the person/business who installed the good on your behalf:

(we may be required to ask technical questions or ask that additional tasks and checks be carried out on the good or application that can only be answered and carried out by licensed or qualified individuals. For example, it is against our policy to discuss fixed electrical wiring procedures and refrigerant handling tasks to those who don't possess the respective licenses. Failure to supply these details will immediately void warranty)

Name: _____ Business Name: _____

Phone Number: _____ Email: _____

