

# WARRANTY POLICY

1. When a warranty repair is requested, the purchaser must first contact any of Polivac's authorized Service Centres with proof of purchase and details of the alleged defect. In most instances, the request for warranty brought to the attention of our Service Centres or Agents is handled in a prompt routine manner with no question as to its validity. However, some requests for warranty are not justified. In these cases, product owners will be made aware that the premature failure of their product was the result of a cause not covered by Warranty.
2. The Polivac warranty covers only DEFECTIVE MATERIAL and/or DEFECTIVE WORKMANSHIP. It does not cover labour.
3. Polivac products are warranted for twelve (12) months from date of purchase by the original purchaser against faulty workmanship or material. The warranty covers only the replacement, repair or adjustment of any part which in the opinion of Polivac fails because of a fault in materials or workmanship:
  - a) drive motors and gearbox assemblies on electrical products carry a two (2) years warranty
  - b) bodies of carpet extraction products and vacuum cleaners carry a three (3) years conditional warranty.
  - c) battery warranty of twelve (12) months is as provided by the manufacturer. Terms available on request.
4. Where the product has been rented out by a Hire or similar company, the warranty period is reduced to three (3) months.
5. This warranty does not cover service calls, travelling time or consumable parts - e.g. drive belts, chains, flexible skirts or hoses, dust bags, mains leads, brushes, buffers, buffer strips, sanding discs, light bulbs, nozzles, filters, pressure pumps, piston seals, diaphragms, squeegees and like items.
6. In the case of proprietary components used by the manufacturer in the product, such as engines, electrical motors, chargers and the like, Polivac will pass on any warranty provided by the manufacture of such items.
7. Accidental damage, abuse, misuse or neglect of the product is not covered by warranty.
8. Fair wear and tear and where the product has been used other than for the purpose for which it was designed is not covered by warranty.
9. Use of non-approved chemicals and detergents in the product will void the warranty.
10. Products that have been modified are not covered by warranty.
11. Products that have not been serviced at their recommended intervals by an authorised Polivac Service Centre or Agent are not covered by warranty
12. Damage to, or failure of, the product which has resulted from low or high voltage, the use of an incorrectly sized extension lead, or a coiled electrical extension lead is not covered by warranty.
13. Repairs carried out on the product by any person other than an authorized Polivac repairer will void the warranty.
14. All freight charges to and from the manufacturer, agent or service centre will be the responsibility of the owner.
15. A charge for traveling time and labour will be applicable for on-site warranty service.
16. Polivac reserves the right to replace defective parts of the product with parts or components of similar quality, grade and composition where an identical part or component is not available. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired.

**POLIVAC WARRANTY IS SUBJECT TO THE LAWS AND REGULATIONS OF THE INDIVIDUAL STATES AND COMMONWEALTH TERRITORIES OF AUSTRALIA. THIS WARRANTY IS NOT TRANSFERRABLE.**

