



Ri-Industries

Warranty Registration

Please complete and return via email to
sales@ri-industries.com.au

Please print all information, thank you.

Name:

Site Address:

Postal Address:
(if different from above)

Telephone: (.....).....

Email:

Product Details:

Installers Details:

Date Purchased:

Date of Installation:

Sales Order No:



Ri-Industries

24- 30 Davis Street, Wingfield, South Australia 5013

sales@ri-industries.com.au

Phone: (08) 8444 8100

Warranty Claims

- (a) To make a warranty claim, customers must inform Ri Industries using the postal, phone or email contact details set out in this warranty card, as soon as becoming aware of the claim.
- (b) Unless otherwise directed by the Company at the time of lodging its claim, the customer must return the product at the customer's cost to the Company at its address specified or such other address directed by the Company.
- (c) Following receipt of a warranty claim properly made in accordance with the procedure outlined in this document, the Company will assess the Product. If it is determined that the warranty claim is valid, the Company will at its cost rectify the defect or replace the Product (as determined by the Company in its discretion), and (as applicable), return the repaired or replacement Product to the customer. The customer is responsible for the costs of re-installation of the Product once returned, if any.
- (d) If after assessment any warranty claim is determined by the Company not to be valid, then the Company will be entitled to charge the customer for the costs of any repairs undertaken to the Product and, as applicable, the costs of returning the repaired Product to the customer.

Warranty Conditions and Exclusions

- (a) In order for a claim to be validly made during the relevant Warranty Period, the Product must be used and maintained in accordance with the requirements detailed in any manual for the Product or other instructions issued by the Company.
- (b) This warranty will not apply:
 - (i) to damage resulting from normal wear and tear, or from events outside the Company's control;
 - (ii) to accidental or deliberate damage occasioned to the Product;
 - (iii) if the Product has not been used and maintained in accordance with the Company's operating and maintenance instructions;
 - (iv) if any part of the Product is modified, tampered with, abused or used improperly;
 - (v) to any transit or transportation damage;
 - (vi) to any damage resulting from incorrect installation of the Product;
 - (vii) where the Customer or any other unauthorised person attempts to repair the Product;
- (c) The costs of disassembly, assembly and installation are not covered by this warranty, and are the sole responsibility of the customer.

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 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

Product	Warranty Period
Ri-Treat EP10, EP33	15 years (Electrical Components 2 Years)
Rainwater Tank	5 years
Trade Waste Arrester	5 years
Septic Tank	5 years
Holding tank	5 years