



# Warranty Statement

## 1. Warranty Statement

Subject to the terms and exclusions set forth below, Engineered Installations Group Pty Ltd ACN 677 752 386 (EIG, Us, We, or Our) warrants that the product sold with this warranty policy will be free from defects in materials and workmanship under normal use, as described in the published product documentation, for 12 months from the date of original purchase (Warranty Statement) by its buyer (You and Your).

## 2. Validity of Warranty

This Warranty is valid only if You have purchased the product directly from EIG or our authorized resellers and distributors. A list of these authorized resellers and distributors can be found on our website at <https://eihmws.com.au/>. This Warranty does not apply if the product was purchased from a reseller or distributor not on our list of authorized resellers and distributors.

## 3. Australian Consumer Law

For products sold and distributed within Australia, this Warranty is in addition to guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure with the product and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the product repaired or replaced if it fails to be of acceptable quality and the failure does not amount to a major failure.

## 4. UK and EU Consumer Rights

If You are located in the UK or the EU and purchased the product directly from us or one of our authorized resellers or distributors, this Warranty provides certain legal rights that are separate from, and in some respects additional to, your statutory rights under UK and/or EU law. This includes a right to apply the domestic local laws of your country of residence to the original contract and a “cooling off period” of 14 days after the date of purchase to return the unopened product for a full refund.

## 5. United States

For purchases made in the United States, this Warranty is subject to applicable laws of the United States and relevant state or local laws.

## 6. Limitations and Exclusions

To the extent permitted by law in the jurisdiction where you acquired our products or services:

- Our obligations under this Warranty are limited to the repair or replacement of covered products at no charge or a refund of covered products that prove defective under normal use during the Warranty period. This does not extend to any claim for damages, including consequential damages, loss of profit, freight/shipping or travel costs.
- In replacing a defective product, we may substitute a product or model of equivalent nature if the exact product or model is unavailable.

Document Number	Version	Date
EIG-Pol-012	2.0	19/09/2025

# Warranty Statement

- This Warranty does not apply if the serial number identifier has been altered or removed from the product.
- This Warranty does not cover loss or damage arising from:
  - Improper use or abuse, fair wear and tear, incorrect installation, corrosive atmospheres, adverse weather conditions, or normal aging.
  - Connection to or use with defective or incompatible systems or accessories.
  - External causes outside of our control, including incorrect voltage, power surges, fire, flood, earthquake, exposure to sharp objects, or excessive force.
- We are not liable for any loss, expense, or damages arising out of the defense or award of any claim, including attorneys' fees, court costs, or settlements, relating to improper use of the product or failure to follow the instruction manual.
- We may elect to refund the cost of the product as an alternative to repair or replacement.
- This Warranty does not extend to products acquired for resale, re-supply, or use in manufacturing or repair processes.

## 7. Warranty Claims

To make a claim under this Warranty, you must submit a Warranty Claim Form via email to [admin@eihmws.com](mailto:admin@eihmws.com), You will be required to ship the product to Engineered Installations Group Pty Ltd, 6 Ernest Clark Road, Canning Vale, WA 6155, or another nominated address. All transport costs to and from our warehouse are at your expense unless otherwise agreed in writing. All returned parts for which you have received a replacement will become our property.

## 8. Warranty Administration

If our investigation confirms that this Warranty applies, we will issue you a zero-cost invoice for the replacement goods, including freight to the site of the event leading to the warranty claim.

## 9. Disclaimer of Warranties

To the extent permitted by law, EIG and its vendors disclaim any implied warranties, including warranties of merchantability, fitness for a particular purpose, or arising from course of dealing or usage in trade. EIG's responsibility to repair, replace, or offer a refund for defective products is the sole and exclusive remedy provided under this Warranty.

## 10. Limitation of Liability

In no event will EIG be liable for any damages in excess of the price paid by you for the product or for any indirect, incidental, special, or consequential damages, including loss of profit or revenue, whether or not such damages arise as a result of any defect in the product or from EIG's failure or omission.

## 11. Governing Law

This Warranty is governed by and construed under the laws of Western Australia, Australia. Any disputes or claims arising out of or in connection with this Warranty or its subject matter will be subject to the exclusive jurisdiction of the courts of Western Australia.

Document Number	Version	Date
EIG-Pol-012	2.0	19/09/2025



# Warranty Statement

## 12. Modifications

No person other than a director of EIG is authorized to modify, extend, or add to the terms of this Warranty. This Warranty does not exclude or limit liability where it would be unlawful to do so, including for death or personal injury caused by negligence or fraud.

## 13. Contact Information

For any questions concerning this Warranty policy, please contact us by phone at 1300 427 637 or by email at [admin@eihmws.com](mailto:admin@eihmws.com).

Document Number	Version	Date
EIG-Pol-012	2.0	19/09/2025