

WARRANTY POLICY

Connection Electrical Group Pty Ltd trading as Connection Electrical & Data, Connection Air Conditioning, Connection Solar Solutions and Connection Excavation (ABN 63 619 189 687) herein referred to as "Company".

"Customer" refers to the *customer or entity* in which the "Company" has supplied goods, materials or services to.

"Goods" refers to the *goods, materials, parts, products, equipment, and/or installation* supplied to the "Customer" by the "Company" in respect of this Contract and/or Scope of Works.

Our Company guarantee all goods and workmanship carried out by our Company staff and contractors for a period of twelve (12) months from the date of installation.

Please note the warranty does not apply until the final invoice has been paid in full and no amount of monies remain outstanding to the Company from the Customer.

Our Company guarantees that the Goods supplied and/or installed will be done so in accordance with Industry Guidelines and the Australian Standards.

Should Goods installed by our Company fail within the warranty period noted above, we will replace or repair the Goods. If Goods supplied by us have a longer manufacturer's warranty, we will handle any warranty claims or requirements on the Customers behalf for the life of the manufacturer's warranty.

Our Company will not warrant or be held responsible for any of the following:

1. Existing electrical installation, wiring and fuse box.
2. Work performed by another electrician or contractor both previous to our Company's work or thereafter
3. Any Customer supplied Goods.
4. Any malicious damage, damage caused by accident or neglect.
5. Any damage caused by vermin, animals or pests.
6. Any damage caused by "Mother Nature", ie. Storm, Flood, Lightning. This should be covered by Property Insurance. Please contact your Insurance Provider for further information or clarification.
7. Any consequential or other loss incurred by the Customer as a result of Goods failure.
8. Any persons other than a Company representative, installation specialist, or Company authorised person or contractor carrying out the Works or Goods.
9. Any persons other than a Company representative, installation specialist, or Company authorised person or contractor coming into contact with the Works or Goods before, during, and/or after completion by our Company.

If any such instances occur as outlined above this warranty is void.

If our Company is called out and a Company representative or contractor identifies one or more of the above instances have occurred, full charges will apply. This includes, but is not limited to:

1. Call out fees
2. Inspection fees
3. Travel fees
4. Material fees
5. Machinery fees

In the event that our Company is at fault for the Goods or Workmanship provided, no charges will be applied.

Our Company will identify the issue and work out a suitable resolution; whether that be repair or refund, within the time frame as stated above.

If you have any questions regarding the status of your warranty or require further clarification on the above mentioned; please don't hesitate to contact us.

With thanks,

The Team at Connection Electrical Group Pty Ltd