

ICON FANS WARRANTY

The Consumer Guarantees Act 1993 (“**CGA**”) sets out minimum standards for the sale of goods and services to consumer customers. Our products are sourced from reputable suppliers. We provide the following promises to you which are subject to any longer or more favourable warranty given by our supplier in respect of a particular product.

Product Warranty

- 1 We promise to you that the products sold by us to you are of acceptable quality in accordance with their product specification and the **CGA** which means that they are free from defects in material and workmanship and perform to specification.
- 2 If they fail to meet that standard within the period of the supplier warranty, calculated from the date of purchase, we will either repair the products or replace them or refund their original purchase price. In some instances, because of rapid technology change, it might be impractical to repair or replace products either because it is technically impossible or the product is obsolete, superseded or otherwise unavailable. For these reasons, in most instances, at our option, we will either replace the product with an equivalent product or refund the original purchase price.
- 3 If more than half of the warranty period has expired and we determine that a refund should be given to you or your customer/s, at our option the refund will be either the original purchase price or the current market price for the product, whichever is lower.
- 4 You must contact the supplier (the store where you bought the product) directly concerning the problem with full details, together with proof of purchase (which will usually be a sales docket or invoice). If the product/s is/are returned for replacement the supplier is responsible for risk or loss and all transport and handling fees but we assume those responsibilities when we return replacement products.
- 5 This warranty applies only if the product has been installed and used in accordance with the manufacturer’s recommendations as set out in the operating instructions (and any additional information supplied with the product/s), and under conditions of normal use and reasonable care (in our sole opinion). The warranty covers normal personal, domestic or household use. It does not cover damage or failure resulting from events or conditions such as incorrect voltages, incorrect installation, failure to maintain, accident, weather conditions, or conditions beyond our control or other unauthorised tampering or repairs including the unauthorised modification of the system, the attachment of non-specified peripheral devices, or defective third-party work including design and installation.
- 6 In the case of repair of products our repair will be subject to the balance of the original warranty. Many apparent product failures are caused by the excluded events referred to in 5 above (particularly incorrect installation). We will bear the reasonable costs of removal (but not re-installation) if the product is demonstrated to be faulty. *An estimate of costs is to be provided to, and approved by us prior to un-installation.* If the apparent product failure is determined by us to have been caused by the excluded events referred to in 5 above and the product is not faulty we have no responsibility for removal or re-installation costs.
- 7 We are not responsible for, nor will we assume liability for any consequential damage, howsoever caused.