



## Warranty & Terms

### POWERMESH GARAGE DOOR CONTROLLER & SENSOR

simply safer

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## **Statutory Rights.**

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.

## **Warranty.**

BX Bunka Australia Pty Ltd, ABN: 74 124 163 793, trading as Steel-Line Garage Doors (the manufacturer or we, us, our) provides this defects warranty (Warranty) in addition to the other rights and remedies available to you under a law in relation to the Products. Nothing in this Warranty limits your rights and remedies under the Australian Consumer Law. In particular, any warranty periods in this Warranty do not vary or limit the period of time in which you may be entitled to remedies under the Australian Consumer Law if the Products are supplied in breach of consumer guarantees under the Australian Consumer Law.

## **What is covered under this Warranty.**

1 Subject to the terms of this Warranty, if there is a defect in components or workmanship of a Product within a period of one (1) year from the original date of purchase, the manufacturer will repair or replace the Product free of charge or refund you the cost of the Product. No additional warranty period will apply for Products repaired or replaced by the manufacturer free of charge beyond this one (1) year warranty period. 2 If a defect is not covered by this Warranty and we repair or replace a Product and charge you for this work, and there is a defect in components or workmanship within a period of three (3) months from the date the work is carried out, subject to the terms of this Warranty, the manufacturer will repair or replace the work carried out free of charge or refund you the cost of the repair or replacement. 3 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## **Warranty Conditions.**

1 This Warranty only applies to the original purchaser of the Products purchased in Australia. This warranty cannot be transferred to a new owner. 2 The Products are designed only for use in a single-family dwelling. This Warranty does not apply if you use the Product in other residential premises or commercial or industrial premises. 3 It is a condition of this Warranty that the Products must be installed and maintained in accordance with the instructions supplied with the Products. 4 If the Product is purchased online from an online reseller, the manufacturer accepts no responsibility for determining the suitability of the Product for your intended use and accepts no responsibility for unauthorised installation.

## **Making a claim under this Warranty and expenses for making a claim.**

You must comply with all the following steps to make a claim under this Warranty. If you suspect a Product may be defective, and you wish to make a claim under this Warranty, during the warranty period you must contact the retailer that you purchased the Product from or contact our technical support team (on the contact details below) and they will work to diagnose the issue and arrange for your defects claim to be assessed. You must provide a sales docket or invoice or other proof of purchase to demonstrate the original date of purchase, or where relevant, to demonstrate the date of repair or replacement, and provide details of the model and serial number. You must return the Product to us in original or suitably secure packaging. We do not cover the cost of on-site attendance to inspect or de-install the Product or to re-install the Product. You will be responsible for transportation costs associated with returning the Product to us, unless we have agreed alternative arrangements with you. We will be responsible for transportation costs associated with sending you the repaired or replacement Products, unless your claim is invalid. If there is no defect in the Product or your claim is otherwise invalid, the following applies. We may charge you a fee for the assessment

of the Product, and where relevant, a fee for attending your premises to inspect the Product and the cost of transporting the Product back to you. If your claim is invalid and there is a failure in the Product, we will also tell you the cost of any recommended repairs or replacement and ask you whether you would like us to repair or replace the Product at that price.

## **What is not cover under this Warranty**

This Warranty does not cover batteries, fuses, transmitter and receiver range, labour and travel for attendance at your premises. This Warranty will not cover any Product failure or defect to the extent it has been caused by any of the following: 1 non-conformity with the instructions concerning installation, maintenance, operation and testing of the Product; 2 modification, adjustment or repairs of the Products by anyone other than authorised persons; 3 problems relating to the garage door opener or garage door hardware or other goods with which the Product is intended to be used including springs, rollers, hinges, door alignment or other issues associated with lack of proper maintenance of garage door opener or hardware by a professional garage door technician; 4 normal wear and tear; 5 corrosion or electrical malfunction caused by exposure to water damage or condensation in excess of the Products' water resistance rating; 6 corrosion or problems due to installation within 800m of the sea or body of water of equivalent or greater salt concentration; 7 electrical storms, power strikes, power surges, incorrect power current, fire, excess water exposure, flood, rain or other acts of God; 8 problems caused by blown fuses or replacement of batteries; 9 damage caused by insects or pests; 10 damage caused by malware or viruses; 11 radio or electrical interference; 12 and misuse, tampering, neglect, abuse, accidents or damage beyond the manufacturer's reasonable control. The garage door hardware, opener and other goods, with which the Products are intended to be used must be properly installed, operational and serviced so that they operate properly with the Products. The garage door may not open, close and stop in accordance with the expected transmissions of messages. Where such issues occur, because of problems with the garage door hardware, opener or other goods, this is not a Product defect but a problem with the garage door hardware, opener or other goods.

## **Our Liability**

To the maximum extent permitted by law, we exclude all warranties, conditions and guarantees relating to the Products and our repair services in connection with the Products, which are not provided under Australian Consumer Law (or under any other law or regulation in Australia, which cannot be excluded by law) or which are not set out in this Warranty or any other terms and conditions between you and the manufacturer. Without limiting our liability under Australian Consumer Law or any other liability which cannot be excluded or limited under any other law or regulation in Australia, our liability in connection with the Products and our repair services in connection with the Products is limited to the remedies set out in this Warranty, and if we do not comply with these remedies the price charged for the Product, or for a repair or replacement the price charged for the repair or replacement.

## **Privacy statement**

The Products collect data associated with their operation (including time of opening and closing of the garage door with which they operate). This data is collected and transmitted to the Zimi app, provided by GSM Innovations Pty Ltd and any other electronic device (if any) which you use to operate with the Products. For further information about how GSM Innovations Pty Ltd collects and handles data and your personal information, see their privacy policy available at: <https://www.zimi.life/privacy-policy/>.

Information you have shared with GSM Innovations Pty Ltd in connection with your use of the Products and the Zimi app is made available to us. Please refer to our Privacy Policy for more information on how we collect and handle your personal information at: <https://www.steel-line.com.au/privacy-policy/>. BX Bunka Australia Pty Ltd, ABN: 74 124 163 793, trading as Steel-Line Garage Doors.