

## WARRANTY POLICY

Our goods may come with some guarantees that cannot be excluded under the Australian Consumer Law.

The benefits provided by our warranties described below are in addition to the other rights and remedies (if any) which might be available to the buyer under the consumer law. RYNAMIC warrants that the goods purchased will, under intended use, and subject to the general obligations of this warranty, be free from defects in materials or workmanship under normal use and service.

### **General Obligations**

- (1) When goods do not conform to the applicable warranty described above, RYNAMIC's obligations shall be to repair or replace, with minimal delay, the defective material or to compensate the buyer for damages on loss at Rynamic's discretion.
- (2) RYNAMIC shall not be liable for any injury, loss or damage, direct or consequential, arising out of, or the inability to use, the goods. Before using, the buyer shall determine the suitability of the goods for their intended use, and buyer assumes all risk and accountability in connection therewith.
- (3) Any and all goods that are replaced pursuant to the terms of this warranty shall be retained by RYNAMIC (in their discretion).
- (4) This warranty is effective from the original supply date, and RYNAMIC must be informed in writing within seven (7) days of and known possible warranty claim.
- (5) The buyer is responsible for arranging the return of the goods to RYNAMIC and for any freight cost relating to repair or replacement (if applicable). RYNAMIC will not be responsible for any consequential damages during or following the assembly and/or installation procedures.
- (6) RYNAMIC's responsibility to any third party (if any) shall be no greater than that of RYNAMIC's responsibility under this warranty to the original buyer.
- (7) The buyer is required to provide evidence of purchase (i.e. invoice) to make a warranty claim to RYNAMIC.
- (8) The End user should approach the buyer (place of purchase) regarding any warranty claim, in accordance with RYNAMIC's arrangements with the buyer, prior to making a warranty claim directly against RYNAMIC. Pursuant to the consumer law the buyer is required to address any claim by an end user pursuant to the warranty.
- (9) Everything in this warranty shall be read subject to the consumer law.

### **Procedure for warranty claims**

The procedure for the buyer making a warranty claim is as follows:

- (a) Produce a copy of the receipt of purchase, together with the warranty document/certificate provided with the product (if any) with the following details completed, Date of Purchase, Buyer, Relevant Serial/Barcode Identification Numbers, Fault/Diagnosis.
- (b) Sending the warranty claim to RYNAMIC at the relevant address set out in this document.
- (c) Upon receipt of the relevant information, a detailed investigation will be commenced to confirm whether the claim refers to manufacture guarantee or consumer guarantee.
- (d) Return Address:

Rynamic Industries  
22 Pentland Road  
Salisbury South SA 5106  
Email: [sales@rynamicondustries.com.au](mailto:sales@rynamicondustries.com.au)

### **Roller Shutter Warranty**

- BAL 29 Roller shutter inc; Headbox, guides, and slats (excluding motors and controls) – 5 Years
- BAL 40 Roller shutter inc; Headbox, Guides, and slats (excluding Motors and controls) – 5 Years
  
- Manual Strap/Winder – 1 year
  
- L10 motor (motor only) – 3 years
- T6 Motor (motor only) – 5 years
- T20 Motor (motor only) – 5 years
- E-Port Control – 3 years
- E-port RF Control – 3 years
- Handheld E-Port RF 1 Channel Remote – 3 years
- Handheld E-Port RF 9 Channel Remote – 3 years
  
- Alpha WSS50 30/17 Universal standard type motor mechanical limits – 7 years
- Alpha WSS50 50/13 Universal standard type motor mechanical limits – 7 years
- Alpha WSS50 10/17 Universal standard type motor mechanical limits – 7 years
- WSER50 10/27 Universal electronic limits + Built in receiver – 7 years
- WSER50 30/17 Universal electronic limits + Built in receiver – 7 years
- WSER50 50/13 Universal electronic limits + Built in receiver – 7 years
- RE303-4C 4 channel remote – 3 years
- RE303-8C 8 channel remote – 3 years
- RE303-16C 16 channel remote – 3 years