

## CONSUMER WARRANTY

### WARRANTY AGAINST DEFECTS

The following provisions apply where we sell goods to a “consumer” within the meaning of the Australian Consumer Law. They do not apply to non-consumer purchases.

We warrant that the goods supplied by us are free from defects in design, manufacture and workmanship for a period of 12 months after delivery to you.

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 for 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.

The benefits given under this warranty are in addition to the other rights and remedies available to you under the Australian Consumer Law or other laws.

To make a claim under the above warranty, please do the following:

1. Return the goods claimed to be defective to the above address with a written claim setting out:
  - (a) Your name and contact details.
  - (b) Details of the goods purchased including a copy of any purchase order, invoice or other document identifying the goods purchased or, if such a document is not available, a description of the goods and when they were purchased by you.
  - (c) A description of the alleged defect.
  - (d) Whether you wish to have a replacement or a refund.
2. Where you need to return the goods by courier or other means, we will reimburse you for the costs incurred provided that:
  - (a) There is a defect in the goods within the scope of the above warranty.
  - (b) The courier or other costs are reasonable and appropriate for the return of the goods to us.

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