

Nidus Limited Product Guarantee (Revision January 2012)

Nidus Holdings guarantees to replace or repair this product if, from the proven date of purchase, and within the guarantee periods specified, the finish tarnishes, discolours, or corrodes, or if mechanical malfunction occurs, when the product is properly installed and subjected to no more than fair wear and tear.

The benefits under this warranty are in addition to other rights and remedies under a law (including Australian Consumer Law) in relation to these goods.

Australian Consumer Law

In addition to this guarantee, 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.

What the Guarantee does not cover

The company shall be under no liability if the customer has not complied with the fitting instructions of the company in respect to the goods, or if the customer has executed or attempted to execute repairs or alterations to the product which are not authorised by the company, or if the company has not been notified of the fault within one month of the fault becoming apparent. The guarantee becomes void if the customer refuses or fails to pay for the goods in full to the merchant through which the goods were supplied. This guarantee does not extend to labour costs, personal loss, death or injury, economic, consequential or property damage of any kind whatsoever. Product Installation, removal, or replacement costs are not covered by this guarantee. Fair wear and tear, abuse or misuse, excessive strain, accidental damage are not covered under this guarantee. Product contact with corrosive substances that damage the product are not covered under this guarantee. Product corrosion or tarnishing caused by product contact to high salt content or high humidity environments (eg coastal locations) are not covered under this guarantee.

Guarantee Claim Process

Product to be repaired or replaced needs to be returned (with reasonable care in protecting the product from further deterioration) to the place of purchase with a copy of the original purchase receipt within 1 month of the defect being detected. Nidus Holdings Pty Ltd can be contacted on (03) 9878 1122 during normal hours if the product is unable to be returned to the point of purchase, whereby Nidus will, at its discretion, request for photographic evidence to be forwarded to the company to detail the defect, or arrange for product to be assessed on site. If requested, the customer shall give Nidus Holdings Pty Ltd the opportunity to inspect and test and/or repair any goods which are alleged to be defective at the point of installation. The customer shall pay the company reasonable costs in inspecting the goods under this condition if the company finds that the goods are not defective by reason of any act, neglect, or fault of the company, or have not been installed in accordance with the product fitting instructions.

Contact Details for claims:

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