

# CEJN AUSTRALIA PTY LTD ('CEJN') MANUFACTURER'S REPAIR OR REPLACEMENT WARRANTY

(Applicable for purchases from 01 June 2012)



All CEJN branded products are carefully checked, tested (where required) and are subject to stringent quality controls of CEJN Quality Assurance.

CEJN offers a manufacturer's repair or replacement warranty for CEJN quick connect couplings, hose assemblies, hose reels and associated products ('Products') in accordance with the following conditions:

## 1. WARRANTY

CEJN offers at its option and cost, to repair or replace a Product at no charge, if it can be verified to the satisfaction of CEJN that the repair or replacement is necessary due to a material or manufacturing fault arising during the warranty period set out in clause 2 below. This warranty is provided in addition to any other rights or remedies held by a consumer at law.

## 2. WARRANTY PERIOD

- (a) CEJN quick connect couplings: 6 months;
- (b) CEJN hose assemblies: 6 months;
- (c) CEJN hose reels: 24 months;
- (d) CEJN associated products: 6 months.

All warranty periods commence on the date of the original purchase of the Products.

## 3. WARRANTY EXCLUSIONS

The warranty is VOID if damage to or failure of the Products is caused by (whether in whole or part):

- (a) Failure to comply with written instructions
- (b) Use of a Product for purposes other than which it was designed or sold
- (c) Negligence or misuse
- (d) Damage whether accidental, wilful or intentional
- (e) Continued use after a fault becomes known or apparent
- (f) Abnormal environmental conditions, inappropriate operating conditions, overload or insufficient servicing or maintenance
- (g) Unauthorised repairs or alterations or use of accessories, components or spare parts other than original CEJN parts
- (h) Any slight deviations from the specified quality that do not affect the value and functionality of the Product
- (i) Foreign matter such as dirt, moisture or liquid entering the Product.

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This warranty DOES NOT include:

- (a) Normal wear and tear
- (b) Costs of normal or scheduled maintenance, servicing or cleaning
- (c) Any labour costs, damage to property, personal injury, loss of profits, direct or indirect loss, consequential losses or other expenses (to the extent permitted by law)
- (d) Consumables and accessories.

**4. WARRANTY CONDITIONS**

- (a) A warranty claim must be received within the warranty period specified in clause 2 above.
- (b) Partially or completely disassembled Products cannot be the subject of a warranty claim.
- (c) CEJN will solely determine if a warranty claim is approved or declined in accordance with the terms of this warranty, and if a repair or replacement will be made.
- (d) CEJN will bear any expenses incurred for warranty claims, excluding the cost of transport of the Product for service and any invalid warranty claims, in which case may be repairable and an estimate of the repair cost may be offered. In the case of invalid warranty claims, the owner will also be responsible for assessment costs, freight and other related costs.
- (e) The product is at the owner's risk whilst in transit.
- (f) This warranty is not transferable and is only offered to the original purchaser of the Product.
- (g) Repair or replacement of the Product under this warranty does not lengthen or renew the warranty period.
- (h) This warranty applies to Products purchased in Australia, New Zealand and any other countries supplied by CEJN Australia Pty Ltd.

**5. HOW TO LODGE A WARRANTY CLAIM**

- (a) Proof of purchase or a copy of the original invoice, purchase date, product part number and a full description of the problem must be submitted with each warranty claim.
- (b) In all cases, the product must be returned to the original place of purchase or call the number listed at the end of this warranty for further details.

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**6. CEJN CONTACT DETAILS:**

CEJN Australia Pty Ltd  
4/20-22 Foundry Road, Seven Hills, NSW 2147

**Call:**

(02) 9838 0225 (Australia)  
+61 2 9838 0225 (New Zealand)

**Email:**

[technical@cejn.com.au](mailto:technical@cejn.com.au)

**IMPORTANT NOTE FOR AUSTRALIAN CONSUMERS:**

*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 to 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.*