



STRIP GRATE WARRANTY

Strip Grate Australia Pty Ltd (in this Warranty referred to as **we, us, our, Strip Grate**) is committed to providing high-quality products designed to meet the highest industry standards (**Products**). Purchasing new Strip Grate Products for domestic use comes with this comprehensive 10-year warranty for all purchases made after 1 July 2024.

STRIP GRATE RECOMMENDS:

- You carefully inspect your new Product(s) on receipt and before installation for any visible issues;
- Ensure the Product(s) is stored carefully in its original packaging until installation; and
- That you follow the product's care instructions closely and contact us if you have any maintenance or care enquiries or concerns.

WARRANTY

Please read this Warranty Policy (**Warranty** or **Warranty Policy**) carefully to ensure that you are fully aware of your rights and obligations when seeking to claim under our Warranty or receive a refund or replacement for products purchased. By completing and submitting an order to purchase our Products, you agree to be bound by these Warranty Policy terms which is an agreement between us and you. Any variation of the Warranty Policy must be in writing and signed by an authorised representative of Strip Grate.

We reserve the right to amend our Warranty Policy at any time.

DOMESTIC USE WARRANTY

This Warranty applies only to domestic residential installation of Products including parts within Australia and New Zealand. Under this Warranty, for purchases made after 1 July 2024, if the Product or any associated parts are found upon inspection by a Strip Grate authorised representative to be defective in construction, materials, composition or assembly, it will be repaired or exchanged with the same or an equivalent product or part at no charge to the Purchaser.

WARRANTY CONDITIONS

The Warranty will apply only if all of the following conditions are satisfied:

- The Product was purchased in Australia or New Zealand after 1 July 2024;
- The Product was installed for residential purposes;
- The Product was installed by a person authorised by Strip Grate;
- The failure is due to a fault in the manufacture, construction, materials, composition, assembly or installation of the Product;
- Proof of purchase and the date of purchase is provided;
- The claimant is the original purchaser of the Product; and

- The claimed defect is reported by the Purchaser to Strip Grate within 7 days of discovering the defect.

Any replaced items become Strip Grate's property.

WARRANTY LIMITATIONS

The Warranty does not cover faults, damage or loss caused by:

- Cutting any parts in the Strip Grate kits including grate and collection channel;
- Changes to Product finishes such as normal wear-and-tear, scratches, stains, chips, dents, damage, gloss reduction, and other consequences of use;
- Misuse, improper or abnormal use or application;
- Modifications to alter functionality or capability without the express written consent of Strip Grate;
- Failure to follow correct installation, normal operating, or proper care instructions for the Product;
- Inadequate maintenance;
- Chemical, abrasive, or electrical influences;
- Installation in part or whole by a person who is not a qualified and licensed plumber or other person authorised by Strip Grate;
- Installation in a facility or in a situation that is not fully compliant with Australian or New Zealand standards;
- Installation that has not complied with Australian or New Zealand standards;
- Repairs or tampering by unauthorised technicians;
- The use of non-original spare parts;
- Any modification to the Product; or
- Any accidents, poor storage, dampness, liquid, fire, misuse, vandalism, or a corrosive environment.

CLAIMING UNDER WARRANTY

In order to make a Warranty claim, you must notify us 7 days after your discovery of the alleged defect. In the event that you believe that you are entitled to make a claim under the Warranty for a Product, you must contact us via email at support@stripgrate.com.au and include the following required information:

- Your full name and address;
- The original order number and proof of purchase;
- The detailed reason for claiming under the Warranty; and
- Any photos to support your claim.

To proceed with a claim under this Warranty you will need to comply with directions of Strip Grate staff in relation to assessing or troubleshooting any problem, or facilitating any repair or replacement under this Warranty Policy, which may include providing access to your property for a Strip Grate representative to assess or repair the Product. If we authorise a Warranty Claim you will be notified by email (Email Authorisation). We reserve the right to replace or repair a Product or the defective component of the Product.

RETURNING PRODUCTS

You may be asked to return the Product or its defective component to Strip Grate. Please follow the instructions of Strip Grate in regards to packing and sending the Product to ensure the claim process is not delayed. As items will remain your property whilst in transit, we recommend you ensure there is shipping tracking available and there is appropriate transit insurance in place. We are not responsible for any loss or damage to the Product during its transit.

PRODUCTS COVERED BY WARRANTY BUT NOT REPLACEABLE

If Strip Grate determines that your claim is covered by this Warranty, it may elect in its sole discretion not to repair or replace the Product, and will either provide you with a credit to spend on the Strip Grate website or provide you with a refund of the purchase price of the Product including any GST. You will be provided with e-mail acknowledgement once the refund is paid. We accept no responsibility for any delays in receipt of the refund due to payment gateway or financial institution processes.

EXCLUSIONS

To the maximum extent permitted by law and subject to your rights under the Competition and Consumer Act 2010 (Cth) and similar legislation, you agree that we will not otherwise be liable to you in respect of any direct, special, incidental, indirect or consequential damages arising in connection with a Product or its repair or replacement.

ENQUIRIES

If you have any questions regarding this Warranty Policy, please email us at support@stripgrate.com.au.

Warranty Policy last updated on 1 April 2025.