

Important information about activating your warranty

Product Warranty Certificate

WARRANTY:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Laws. 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. This Warranty is limited to defects in manufacturing and/or parts only. AWG Australia and Prestige Water ensures that all products subject to the period of sixty months (60) months from date of purchase.

This warranty applies only to "Consumers". Companies, businesses, entities or individuals that have bought the product for re-sale or the total purchase price of goods and/or services exceeds \$40,000.00, are specifically excluded from this consumer warranty. The terms and conditions of warranty which set out below:

REPLACEMENT CRITERIA

In the event that any product is found to be defective in materials or workmanship within warranty period, AWG Australia and Prestige Water will replace the product upon meeting the following criteria:

- Customer contacts original place of purchase with a purchase invoice to verify original purchase and date.
- Customer returns defective product to Prestige Water for inspection at their cost.
- Prestige Water will inspect all the returned products to check the reason for their failure. Prestige Water will offer replacement product after confirming that the failure reason is manufacturing problem.

DISCLAIMERS

AWG Australia and Prestige Water will not replace or issue credit for any product that has been misused, mishandled or improperly installed, as determined by our inspection upon return. AWG Australia and Prestige Water is not responsible for free replacement or credit of any product once the specified warranty period expires. In the event that a product is misused or damaged by the customer prior to the expiration of the warranty period, AWG Australia and Prestige Water disclaims all obligations under this Warranty. Under no circumstances shall AWG Australian or Prestige Water be liable for any other costs or damages, including lost profits, incidental, special or consequential damages caused by installing, shipping, servicing or handling of either defective parts or replacement parts.

In the event of warranty claim the following details are provided:

WARRANTY CERTIFICATE INFORMATION FORM

Customer Information

Name		
Company Name		
Contact name		
Address		Installation Address
Phone		Email

Product Information

Product Model or Specification		
Serial or Batch #		
Warranty Period		Inv #
Installation date		Purchase Date
Electricians Name		Licence #
Address		Email / ph
Sales Agent Details		