

BEN WYE ENGINEERING & DESIGN PTY LTD

WARRANTY PROCEDURES

REGISTER YOUR WARRANTY

Your Operator's Manual includes a Warranty Form in triplicate.

To register your Warranty, please ensure that this form has been completed and signed by the purchaser. The blue copy remains with the Dealer, the yellow copy remains with the purchaser and the white copy needs to be returned to Ben Wye Engineering either by post (PO Box 226, Uraidla SA 5142) or email (admin@benwye.com.au).

Alternatively, you can complete the online form on our website.

WARRANTY PROCESS

- Contact your dealer or point of purchase who will then contact Ben Wye Engineering.
- A Serial Number will need to be provided as well as photos and/or video footage and a description of the problem.
- The claim will be assessed by Ben Wye Engineering to determine if it will be approved. This may take up to 5 working days from when Ben Wye Engineering is first notified of the problem and proof of product failure is supplied.
- If the Warranty claim is approved, a claim number will be issued to the Dealer.
- Any work commenced without approval from Ben Wye Engineering and without a claim number will NOT be covered by Warranty. Repairs must be made by Ben Wye Engineering or an authorised dealer. Ben Wye Engineering will not approve invoices sent for repairs that have not been previously approved.
- Travel and freight charges associated with the processing of the warranty claim will not be covered by Ben Wye Engineering and is the responsibility of the owner/purchaser.

WARRANTY TERMS

PLEASE READ CAREFULLY AS THIS WARRANTY CONFERS IMPORTANT AND VALUABLE LEGAL RIGHTS.

Ben Wye Engineering prides itself on its superior design and engineering capabilities and gives the following Warranty Against Defects.

Ben Wye Engineering warrants to the original purchaser that it will, for a period of two years from the purchase date, repair or replace any defects in materials or workmanship.

To qualify, you must ensure that the original purchaser has registered the product (<https://benwye.com.au/warranty/>) with Ben Wye Engineering & Design Pty Ltd within 14 days of delivery to end-user.

This warranty does NOT cover or apply to:

- repair or replacement of items not used as designed and intended, or used under abnormal service conditions
- common wear or consumable items such as blades, skids, tyres, etc.
- subsequent purchasers or owners
- dealer penalty rates or travel time.

Cover under this warranty -

- is limited to the replacement of any defective parts by Ben Wye engineering and installation by the authorised dealer, and
- where an item has already previously been replaced under warranty, it applies only for the remainder of the 2-year period from the original purchase.

An item or product will not be covered by this warranty where in Ben Wye Engineering's judgement it has been:

- misused or damaged by accident or by lack of normal maintenance or care
- repaired in a way that adversely affects its performance or reliability
- not properly or normally maintained including proper lubrication, oil levels, grease points, care of PTO shafts etc.
- modified in any way from original specifications

No warranty claim will be accepted unless or until:

- a) the item is returned at the owner's cost to the original dealer or place of purchase;
- b) the claim is reported to Ben Wye Engineering through the original dealer from which purchase was made; and
- c) Ben Wye Engineering gives its approval for the replacement or repair work to proceed under warranty and has issued a Claim Number.

This warranty is given by Ben Wye Engineering & Design Pty Ltd of 1170 Greenhill Road, Uraidla SA 5142, phone 08 8390 3664 or email info@benwye.com.au.

If you are purchasing goods as a consumer:

- the benefits to you given by this warranty are in addition to other rights and remedies which you may have under a law in relation to the goods or services to which this warranty relates, and our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL); and
- you are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods failed to be of acceptable quality and the failure does not amount to a major failure.