



BECKER
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BECKER AUSTRALIA WARRANTY

This document outlines the warranty policy for products sold by Becker Australia Pty Ltd. ABN 26 125 436 919 (Becker Australia), specifically those products manufactured by Becker-Antriebe GmbH (Becker). The warranty outlines that these products will be free from manufacturing faults and defects. Consumers are entitled to a replacement or refund for any failure of the goods provided.

Becker Australia guarantees that any defects in new products used in sun protection or window roller shutter applications shall be repaired, replaced or a refund of the wholesale price of the goods, shall be given for a period of, five years for motors and two years for electronics and accessories, from the date of purchase of the product. The warranty period for products used in specialist applications, such as swimming pool systems or fire protection applications, or when not used in conventional window shutter or sun protection applications such as high use commercial applications, will be limited to two years from the date of purchase.

Goods shall be installed and used according to Becker's supplied instruction manuals. Any misuse, installation faults, operational faults or modification to the original product voids the warranty. Any damage caused to the goods by any external source, such as water ingress or by a power surge, shall not be covered under the warranty.

This warranty extends to the original purchasers who acquire new products from Becker Australia or its authorized resellers. Where a product has been purchased second hand, Becker will not be liable for claims against product warranties.

In order for a claim to be made under warranty, a defect that is a manufacturing fault must be identified through an inspection at Becker Australia's premises, unless otherwise agreed. The buyer is responsible for all freight costs in relation to the examination of the goods. The buyer, on sending the goods for inspection, should include a proof of purchase, a brief description of the fault encountered, installation address and contact details of the claimant.

Should a defect be ascertained, Becker Australia reserves the right to decide whether a repair shall be carried out or whether to provide a replacement or refund.

To the extent permitted by consumer law, Becker Australia's liability will be limited to repairing, replacing or refunding the wholesale price of the goods or the supply of equivalent goods. Becker Australia will not be liable for any consequential damage or loss incurred during or following installation or reinstallation of the goods. The buyer is responsible for all installation, reinstallation and freight costs in connection with the repair, replacement or refund of the consumer price of the goods pursuant to this warranty.



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All products or parts that are replaced or repaired under a warranty claim will be retained and remain the property of Becker Australia.

If on inspection of the product returned to Becker Australia, it reveals the product complaint is based on improper handling or misuse or the defect is not as a result of a manufacturing fault, this will void any warranty claim.

For more information in relation to our products or in relation to this warranty statement please call 1300 813 322 or email sales@beckeraustralia.com