

WARRANTY POLICY

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Crow Cams Australia Pty Ltd ACN 160 053 832 (“Company”) recognises the consumer guarantees applicable under Australian Consumer Law (“ACL”). For the avoidance of doubt, this Warranty Policy does not limit, exclude or override the guarantees applicable under the ACL which may be applicable to Goods provided by the Company.

- 1 Goods supplied and/or sold by the Company are manufactured to industry standard specifications from quality materials. Utmost care is taken to ensure products are free from blemishes, inconsistencies and defects.
- 2 Warranty will be void if the Goods are not used in the correct way for which it was intended.
- 3 Proof of purchase will be required for all warranty claims.
- 4 In the event that a product returned to the Company be proven to be faulty, not of acceptable quality or component defect, and subject to the product having been used in the manner in which it was intended, the product will be repaired, replaced, exchanged or a refund granted.
- 5 The Company may elect to return the product to the manufacturer to determine the nature of the alleged problem.
- 6 The Company reserves the right not to offer an exchange, refund or repair where the item faults are a result of misuse or neglect, and/or failure to use the part or product in accordance with manufacturer’s instruction, including failure to install correctly, water damage or corrosion.
- 7 All warranty claims, must be made within 1 month from the date of purchase.
- 8 The use of our products for motorsports purposes, in most circumstances, is contrary to the manufacturer’s design specifications and not in accordance with the manufacturer’s instructions. Accordingly, the use of our products in motorsports, will, in most circumstances, void the products warranty.
- 9 All freight and other costs associated with the return of a product to the Company will be at the Customer’s cost.
- 10 Should a product be returned to the Company for testing and found not to be defective from a manufacturing or component defect, all return freight charges will be the Customer’s responsibility.