

WARRANTY



Industrial Engineers & Spring Makers (Sales) Pty. Ltd – Aurora Springs

1. COVERAGE

Industrial Engineers and Spring Makers (Sales) Pty Ltd warrants that all materials, components and services supplied shall be free from defects in materials and workmanship under normal use and service.

This warranty applies to the product only and does not cover damage caused by incorrect installation, misuse, lack of maintenance or costs incurred in removing or replacing goods or any losses as a result of product failure.

Freight costs incurred from returning goods are not covered unless prior agreement has been made.

2. COIL SPRINGS

Coil Springs are covered against sagging by more than 8mm or 2% of the specified free length, whichever is greater (excluding products used for racing and competition purposes).

The warranty is limited for a period of twelve (12) months / 20,000 Kms after the date of purchase by the customer for automotive coil springs and six (6) months / 20,000 Kms for all other items.

3. EXTENDED WARRANTY (Automotive coil springs only)

Warranty Terms may be extended to a period of twenty four (24) months / 40,000 Kms after the date of purchase by the customer, by completing and returning the Extended Warranty Information form supplied with coil spring purchase. Extended warranty option only applies to automotive coil springs.

4. LEAF SPRINGS

Leaf Springs are covered against sagging by more than 8mm or 4% of the specified free camber, whichever is greater (excluding products used for racing and competition purposes).

The warranty is limited for a period of six (6) months / 25,000 Kms after the date of purchase by the customer.

5. RETURNS

Where agreed that freight costs will be charged to the receiver, goods shall be returned on a transport company nominated by Industrial Engineers and Spring Makers (Sales) Pty Ltd.

Goods must be returned to Industrial Engineers and Spring Makers (Sales) Pty Ltd Quality Assurance department for analysis prior to any claim being accepted.

Goods shall be returned with proof of purchase or a cartnote/invoice number and information on the reason for return.

6. ACCEPTANCE OF CLAIM

Where a warranty claim has been accepted, Industrial Engineers and Spring Makers (Sales) Pty Ltd will be limited to reimburse the original purchase price, repair or replace the goods or service at the original point of delivery.

7. NOT COVERED

Repaired or reset leaf springs. Reset coil springs.

