

ICON-SEPTTECH- VIC

Warranty Returns Policy

Definitions

“**Icon-Septech-Vic**” means Icon-Septech-Vic ABN 48693388213

“**Agent or Service agent**” means any person or entity who buys a product from Icon-Septech-Vic.

“**3rd party**” means a company that Icon-Septech-Vic purchases products from.

“**Product**” means goods purchased from a third party.

Limited Warranty Produce

This policy will only apply to products sold by Icon-Septech-Vic to Authorised agents and service agents.

This policy will only apply to 3rd party products

1. Icon-Septech- Vic Control panel, and
2. Davey Pumps

Warranty Returns Process

1. All returns are to be sent to the State Sales office located in the capital city.
2. All warranty returns must have a warranty claim form filled in and attached to the product.
 - a. Date
 - b. Owners name
 - c. Owners Address
 - d. Product
 - e. Serial number
 - f. Problem
 - g. Pump Hours
 - h. Proof of purchase.

**Shepparton
Head Office**
Postal: P.O. Box 6145,
Shepparton, VIC, 3632
Telephone (03) 5821 8142
Facsimile (03) 5821 8152
Email admin@mcpipes.com.au

**Bayswater
Sales, Warehousing,
Manufacturing**
14 Burgess Road
Bayswater North, VIC, 3153
Telephone 1300 557 143
Local (03) 9729 8655
Facsimile (03) 9720 5534

**Bayswater
Waste Water Services**
14 Burgess Road
Bayswater North, VIC, 3153
Telephone 1300 305 073
Facsimile (03) 9720 5534

Numurkah
Cnr Goulburn Valley Highway
and Irrigation Road
Numurkah, VIC, 3636
Toll Free 1300 557 143
Local (03) 5862 3530
Facsimile (03) 5862 3150



3. Icon-Septech-Vic will send you out a replacement item which will be invoiced.
4. If the 3rd party approves the warranty claim, Icon-Septech- Vic will and only at this stage issue a credit on the replacement product only.

Limited Warranty

1. The warranty excludes consumable parts.
2. The Agent or Service agent will be liable to Icon-Septech- Vic for all reasonable cost incurred by Icon-Septech- Vic in relation to the investigation, analysis and testing of a product which is not defective in the reasonable opinion of Icon-Septech- Vic.
3. In no circumstances will Icon-Septech- Vic:-
 - a. Incur liability in respect of, or arising out of, or in connection with harm or injury suffered or incurred by the agent or service agent.
 - b. Incur liability in respect of any special consequential direct or indirect loss or damage;
 - c. Accept liability for the cost of any repair and attempted repair by the agent or service agent by any unauthorised third party
4. The Warranty is limited to the costs associated with the repair and/or replacement of our supplied product only and not labour & other materials for disassembling and reassembling, etc.
5. Without limiting the agent and / or service agent entitlements under the Trade Practices Act (Aust) and the Goods & Consumer Protection Legislation of the various Australian States, Icon Septech- Vic shall not be liable for any loss of profits or any consequential, indirect or special loss, damage or injury of any kind whatsoever arising directly or indirectly from the use of these products or any defect associated with same.

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