

## Term and Conditions of Sale

(Please Read Carefully)

In these Terms and Conditions, the **Seller** means Andreopoulos Nominees Pty Ltd. Trading as [rollerdoorsales.com.au](http://rollerdoorsales.com.au)

**Purchaser** means the customer/person named on the invoice, request, purchase order, webform or email and is a natural person (not a company, association or other organisation).

**Goods** are the descriptions of products and saleable items specified on the invoice/request/purchase/webform or email.

**Installer** refers to a technician/s who are licensed, trained and accredited by the Manufacturer and recognised by the Seller to install and/or maintain the Goods.

**Carrier** refers to the delivery/transport company or person assigned to transport and deliver the Goods.

**Manufacturer** refers to the company who manufactured and warrants the Goods.

**Manufacturer's Warranty** refers to the specific warranty provided by the manufacturer of the Good and is in addition to any statutory, non-excludable guarantees or warranty rights under Australian or New Zealand laws (as applicable).

1. Rollerdoorsales.com.au recommends the use of a licensed, trained and accredited installers who are authorised by the Seller to install and/or maintain the Goods.
2. All Goods purchased online excluding handsets/remotes are supported by the manufacturers 12-month warranty as a standard condition of sale.
3. All Goods include up to a 12-month warranty. Where a Manufacturer's warranty stipulates that a two (2) year or greater warranty applies to the Good, the applicable warranty applies solely to Good installed by licensed, trained and accredited installers recognised by the Seller.
4. Variations to the Manufacturers recommended installation instructions or specifications will void any warranty claims.
5. Where a warranty claim on Goods exceeds 12 months from date of purchase, the Seller, at its sole discretion, will consider the claim only where the Purchaser's claim is accompanied by a site report/assessment from the Installer, and includes Installer's name, ABN, Purchaser's proof of purchase, date of installation and photographic evidence of the installation and Goods to which the claim relates to support the warranty claim.
6. The Purchaser acknowledges that any warranty claim exceeding the 12-month period remains at the sole discretion of the Seller and Manufacturer.
7. The Purchaser acknowledges that all costs associated with lodgement of the warranty claim are the sole responsibility of the Purchaser.
8. All warranty claims must be lodged to the Seller by the Purchaser in writing.
9. The Purchaser acknowledges all warranties are voided where Goods are installed by a person or persons not licensed, trained and accredited by the Manufacturer or recognised by the Seller.
10. The Purchaser acknowledges that online purchases are based on the information provided and Goods specified on the request, purchase order, webform or email provided by the Purchaser to the Seller.
11. The Seller relies on the information specified by the Purchaser and will supply the Goods and Installation services in accordance with the information specified by the Purchaser.
12. The Purchaser accepts responsibility for the correct selection and specification of Goods ordered and acknowledges that the Seller accepts no liability where Goods supplied in accordance with the Purchaser's specification are not fit for the intended purpose.
13. Where Goods supplied in accordance with the Purchaser's specification are not fit for purpose the Purchaser acknowledges that the Seller accepts no liability.
14. In the event of a dispute resulting from the Purchaser incorrectly specifying Goods, the Seller will refer to and rely on the information supplied by the Purchaser to the Seller.
15. Online instructions/work manuals/videos and associated materials are provided by manufacturers and the Seller accepts no responsibility or does not warrant the accuracy of information contained therein.
16. Installations must be performed in accordance with Manufacturer's recommendations. The Purchaser acknowledges that failure to comply with the Manufacturer's recommendations may result in the Purchaser voiding manufacturer's warranty.
17. The Purchaser accepts responsibility for inspection of Goods upon delivery and receipt and shall notify the Seller of any defects identified within 2 business days of receipt of Goods. Where the Purchaser fails to notify the Seller within two (2) business days and to the extent permitted by Australian Consumer Law, the Seller shall deem the Purchaser to have accepted the Goods.
18. Where damages to Goods supplied occur as a result of manufacturing defects, transportation or handling, the Purchaser shall notify the Seller within two (2) business days of Goods being received and shall supply to the Seller proof of purchase, delivery receipt and photographic and/or video evidence of damaged Goods to the Seller.
19. The Seller reserves the right, at its sole discretion, to repair or touch-up minor dents or scratches resulting from handling and transportation and will use its best endeavours to consult with the manufacturer where damages to Goods supplied occur.
20. The Purchaser shall preserve any Good that is considered defective in the state in which it was delivered and where requested by the Seller, allow the Seller, or the Seller's authorised agent, access to inspect the Good for the purposes of assessing the defect for warranty purposes.
21. The Seller, at its sole discretion, may alter or amend the Terms and Conditions of Sale at any time, as the Seller deems appropriate, without notification to the Purchaser.
22. All warranties referred to herein are that of the Manufacturer. The Purchaser acknowledges and accepts the warranty and associated conditions provided by the Manufacturer.