

# Product Warranty



## Conditions of Warranty:

- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- This warranty is non-transferable.
- This warranty only applies to products and materials which have been used or installed:
  - strictly in line with the latest Walsc's documentations at the time of installation (available at [www.walsc.com.au](http://www.walsc.com.au)) and maintained in accordance with maintenance documentation; and
  - in projects that have been designed and constructed in strict compliance with all relevant provisions of the current Building Code of Australia, regulations and standards.
- Except as otherwise stated herein, Sipo Building Solutions warrants Walsc AAC Products against deficiencies for a period of 20 years from the purchase date. No representative of Sipo Building Solutions shall have the authority to make any modifications, representations or oral agreements except as stated herein.
- The original installation of Walsc AAC Products must be free of errors, omissions or poor workmanship, strictly in accordance with Walsc's current published documentations, and projects with Walsc AAC Products used are constructed to comply with the Building Code of Australia and all relevant regulations and laws in order for this warranty to be in force.
- The company's entire liability and customer's exclusive remedy shall be, at the company's option, either the supply of equivalent products, or repair or replacement of the product that does not meet this Walsc Product Warranty.
- Sipo Building Solutions reserves the right to modify or discontinue any of its products. In the event the product covered by this warranty is no longer available at the time of a valid claim, Sipo Building Solutions retains the right to substitute a product that in Sipo Building Solutions' determination is of equal grade and quality to the product or any component thereof.
- Sipo Building Solutions shall have no obligation under this warranty unless claimant has promptly notified Sipo Building Solutions in writing. Any claim shall provide the original proof of purchase, detailed defect information and a Warranty Request Form. Sipo Building Solutions must receive such notice within 30 days after discovery of the claimed defect. Failure to notify will result in voiding of this warranty.
- To contact Sipo Building Solutions, please email [info@sipo.com.au](mailto:info@sipo.com.au), call 02 9748 2832 or fax to 02 8246 3486.
- Customers are responsible for expenses associated with a warranty claim.
- In the event a customer considers there to be a defect and submits a warranty claim, Sipo Building Solutions reserves the right to inspect the product at any time. You must provide us, or our nominated representatives, with a safe access to the product to assess whether it gives rise to a legitimate claim under this warranty.
- You have rights and benefits under the consumer laws in your jurisdiction. Without detracting from these rights or benefits, Sipo Building Solutions excludes all liability in respect of the Product for any other loss which is not reasonably foreseeable from failures of products, which may include any consequential loss or damage.
- To the maximum extent permitted by applicable law, in no event shall Sipo Building Solutions be liable for:
  - Damages to Walsc AAC Products arising from any force majeure incidents (i.e. wars, malicious damage, adverse weather conditions).
  - Failure to utilise Walsc's latest Design and Installation Guides, and recommendations as to installation procedures.
  - Poor workmanship in the application of materials as determined in Sipo Building Solutions' sole judgement.
  - Any alternation or repair to the Walsc AAC Products after installation is performed without prior written approval of Sipo Building Solutions.
  - Any faults to the extent that they are caused by any third party's design including but not limited to structure defects or other building movement.
- This warranty shall not become effective, nor will Sipo Building Solutions have any obligation under this warranty until all monetary obligations for materials and services related to the installation or subsequent repairs are paid in full.
- Subject to any statutory rights you may have under the Australian Consumer Law, to the fullest extent otherwise permitted by law and except as specifically provided in this document, the warranties and remedies in this warranty are exclusive and in lieu of all others, oral or written, express or implied. Any and all other warranties are expressly excluded.  
Please visit [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au) for information on Australian Consumer Law.

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**Fifteen Years** warranty of Walsc AAC products – Sipo Building Solutions Pty Ltd guarantees our AAC products to be free of defect in material and manufacture. Our Walsc AAC wall systems are customised to gain the most satisfaction and guaranteed to offer excellent performance when installed and maintained in line with the requirements in the Walsc Design and Installation Guides.

**PROJECT NAME AND ADDRESS:** \_\_\_\_\_

**AAC PANEL SIZE SUPPLIED:** \_\_\_\_\_

**INSTALLER COMPANY NAME:** \_\_\_\_\_

**BUILDER COMPANY NAME:** \_\_\_\_\_

**INSTALLER SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

*Note: Please retain the original copy of this warranty for your records.*

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