



## *Warranty Terms and Conditions*

### **Warranty Policy & Procedures for *Invertek*® product range, Australasian Region.**

Rich Electric Co. warrants its power products against defects in materials and workmanship for a period of 12 months from date of purchase. Rich Electric will extend this warranty period to a total of two (2) years from the date of purchase, established by proof of purchase and formal warranty registration.

The product warranty registration must be completed within 90 days from date of purchase to extend your warranty period to two (2) years.

Five (5) year Extension warranty option can be applied by extra payment during your warranty registration. This warranty period extends the original warranty to a total (max) of 5 years.

Rich Electric will NOT provide warranty when; the product is installed or exposed to an unsuitable environment as evidenced by generalized corrosion or biological infestation; resulting from abnormal use of the product, alteration, or use in violation of the instructions; reverse polarity; natural forces such as lighting strikes; power surges.

All products must be installed by a qualified technician and All wiring is to conform to AS/NZ 3000 wiring rules or relevant standards, failure to do so will void your warranty claim.

Rich Electric agrees to supply all parts and labour to repair or replace defects covered by this warranty with parts or products of original or improved design at the company's option.

Rich Electric also reserves the right to improve the design of its products without obligation to modify or upgrade those previously manufactured. Defective products must be returned to Rich Electric or its Authorized Service Center in the original packaging or equivalent.

Rich Electric will not take responsibility for products that have not been packaged properly and as a result have suffered damage during transit. The cost of transportation and insurance on items returned for service is the responsibility of the customer.

Return transportation (UPS Ground or equivalent) as well as insurance on all repaired items is paid by the customer. All remedies and the measure of damages are limited to the above.

Rich Electric shall in no event be liable for consequential, incidental, contingent, or special damages, even if Rich Electric has been advised of the possibility of such damages. Any and all other warranties, expressed or implied, arising by law, course of dealing, course of

performance, usage of trade or otherwise, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose, are limited in duration for a period of one (1) years from the original date of purchase.

Some states or counties do not allow limitations on the term of an implied warranty, or the exclusion or limitation of incidental or consequential damage, which means the limitations and exclusions of this warranty, may not apply to you. Even though this warranty gives you specific legal rights, you may also have other rights which vary from state to state.

### **Warranty Service Procedures**

Warranty service must be performed only at an authorized Rich Electric Service Center or at the Rich Electric factory. Notify the repair facility before shipping to avoid the possibility of needless shipment. Unauthorized service performed on any Rich Electric product will void the existing factory warranty on that product. If you wish your Rich Electric product to be serviced at the factory, it must be shipped fully insured in the original packaging or packing affording an equal degree of protection; this warranty will not cover repairs on products damaged through improper packaging. If possible, avoid sending products through the mail. We can provide you with our transport freight pickup service. When notifying our office of a repair we can give you a price estimate for this pickup service and you will be charged for this on completion of your repair.

### **Requesting a Warranty Service:**

Before returning any equipment to Rich Electric, Please fill in our “Service Request” form located on our website [www.richelectric.com.au](http://www.richelectric.com.au)

Or email us at [tech@richelectric.com.au](mailto:tech@richelectric.com.au) and we will email you the form.

Be sure to have the serial number of the equipment handy, and you receipt.

It is always a good idea to submit our “Tech Support” form before returning any item to us, this will help us diagnose the issue and hopefully fix the problem without sending the unit to us.

This form can be downloaded from our website: [www.richelectric.com.au](http://www.richelectric.com.au)

Please contact [tech@richelectric.com.au](mailto:tech@richelectric.com.au) if you have any technical inquires.

### **For Service Deliveries Only:**

AUSTRALIA / NEW ZEALAND / AUSTRALASIA

**Ship To:** Rich Electric Co. Service Center

144-146 Pacific Hwy Tuggerah NSW 2259

Australia Ph: 1300 55 66 17 Fax: 02 4353 4460



### ***Important things to Remember:***

Be sure to include in the package:

1. Complete return shipping address (PO Box numbers are not acceptable) and telephone number where you can be reached during work hours.
2. A detailed description of any problems experienced, including the make and model numbers of any other equipment in the system, types and sizes of loads, operating environment, time of unit operation and temperature. It is a good idea to fill in our “Tech Support” form from our website and send a copy with you product.
3. A copy of the Service Request form and a copy of your proof of purchase (bill of sale or receipted invoice).
4. If the unit is to be covered under warranty, you will be asked to fill out our “Tech Support” information form, this provides us with information about how our products are installed in your system. Information such as: Battery specifications, Solar, wind generator information, we may also require wiring diagram and pictures of the installation before a warranty claim may be processed.

Payments are required in full before any repaired items will be shipped to you. This includes products covered under warranty that require return freight costs and non warranty covered products. Payments are payable via direct deposited, Credit Card (Visa & Mastercard) BPAY . Repaired item will be the next business day from when payments cleared. The sender is fully responsible for all freight, customs documents, duties, tariffs, and deposits.

Thank you

Regards,

*Rich Electric Staff*

