Gollinucci Waste & Laundry Systems Warranty

Congratulations on Your Product purchase!

We are proud of the Products we source and distribute and are confident that, when installed, used and cared for in accordance with the Product Instructions, your Product will provide years of reliable service.

We warrant that the Product will be free from defects in materials and workmanship during the Warranty Period, provided the Product is installed, used and cared for in accordance with the Product Instructions.

This warranty applies only to the original purchaser of the Product and is not transferable.

What we will do

If the Product fails during the Warranty Period because of a defect in materials or workmanship and a valid warranty claim is made, we will, at our option:

(a) repair the Product;

(b) replace the Product or an affected component with an equivalent product or component; or

(c) refund the purchase price paid for the Product.

If an identical Product or component is no longer available, we may supply the closest available equivalent product or component.

Because of product updates, manufacturing changes and component changes over time, a replacement Product or component may differ in appearance, dimensions, finish, colour or other non-functional characteristics from the original Product.

Making a Claim

If you become aware of a possible defect in the Product during the Warranty Period, please contact us as soon as reasonably practicable after becoming aware of it.

Continued use of the Product after a defect becomes apparent is at your own risk, particularly where that continued use contributes to or increases any resulting loss or damage.

We may require you to:

(a) return the Product or a component of the Product to us for inspection, assessment and testing;

(b) provide Us, or our authorised representative, with reasonable access to the Product for inspection, assessment and testing;

(c) provide proof of purchase; and

(d) supply any additional information reasonably required to assess your claim, including photographs or other supporting evidence.

We are unable to properly assess your claim without proof of purchase or sufficient information.

If further information or investigation is required, we will contact you. Our aim is to resolve your claim as quickly and efficiently as possible.

Limitations

To the maximum extent permitted by law, this warranty does not cover, and we are not liable for, any indirect, special, incidental or consequential loss arising from the Product or from the making of a warranty claim, including:

(a) delays associated with repair or replacement;

(b) removal or uninstalling costs;

(c) reinstatement or reinstallation costs;

(d) transport, freight or disposal costs;

(e) loss of profit, business opportunity or revenue; or

(f) any other indirect, special, incidental or consequential loss.

Nothing in this warranty excludes, restricts or modifies any rights you may have under the Australian Consumer Law.

Exclusions

Subject to the Australian Consumer Law, this warranty does not apply to any defect, damage, failure or loss arising from or contributed to by:

Installation and Use

(a) incorrect installation;

(b) installation contrary to the Product Instructions;

(c) use of the Product other than for its intended purpose;

(d) misuse, abuse or overloading of the Product;

(e) loading the Product beyond any published load rating, weight capacity or intended operating limit;

(f) failure to properly maintain, inspect, clean or care for the Product in accordance with the Product Instructions; or

(g) operation of the Product after a defect becomes apparent where that operation contributes to or increases the resulting damage.

Environment and External Factors

(h) exposure to water, steam or excessive moisture;

(i) use of abrasive cleaners, solvents, bleach-based products or cleaning products not recommended for the Product;

(j) damage caused by environmental conditions outside the Product's intended operating environment;

(k) damage caused by events beyond Our reasonable control, including natural disasters and other acts of nature; or

(l) structural movement, distortion, shrinkage, warping, bowing, twisting or movement of any building, cabinetry, joinery or supporting structure where the Product is installed.

Product Alteration or Damage

(m) accidental, deliberate or negligent damage;

(n) unauthorised modification, alteration, repair or tampering;

(o) impact damage; or

(p) damage to chrome-plated, painted, powder-coated or other decorative finishes caused by misuse, abuse or external influences.

Normal Product Characteristics

(q) normal wear, adjustment or replacement of moving parts arising from ordinary use, including runners, slides, hinges, dampers, clips and fittings;

(r) cosmetic imperfections, deterioration or appearance changes that do not materially affect the functionality or intended use of the Product;

(s) odour absorption of buckets, hampers or containers arising from normal use;

(t) colour fading, gloss reduction or finish deterioration occurring over time;

(u) differences in shade, finish, gloss, texture or appearance between production batches or product components; or

(v) any change in appearance, finish or performance that falls within normal manufacturing tolerances or published product specifications.

Terms

Term	Meaning
Product	any waste or laundry system manufactured by Gollinucci and distributed by us, including any metal frame, support, bucket, hamper or other component
Product Instructions	the installation, operating and care instructions supplied with the Product, and any updated instructions made available by us from time to time
Purchase Date	the date you purchased the Product as specified on the purchase receipt
Warranty Period	Limited Lifetime (20 years)
We or Us or Our	Lincoln Sentry Group Pty Ltd ABN Contact 1300 551 919 or orders@lincolnsentry.com.au
You or Your	the original purchaser of the Product

Australian Consumer Law

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 compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits provided to you under this warranty are in addition to, and do not exclude, restrict or modify, any rights or remedies available to you under the Australian Consumer Law.