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Process & Warranty Explanation Builders / Developers

Ship-Your-Reno has been operating for over 10 years. During this time our business model operates in a specific way ensuring we offer the lowest possible product prices while ensuring quality.

The best way to explain this is to liken the process as if you are operating like a large scale builder / developer who handles importing fit out products offshore, in-house.

Ship-Your-Reno acts as your link between trusted, proven suppliers, and lower priced, high end fit outs resulting in greater profits for your project.

Our suppliers provide products with Australian certification where required and are made to Australian standards.

We can provide you with total transparency by quoting your product spec upfront, include shipping and port costs, delivery and taxes, providing samples, all before committing to the process. Before introducing you to our network, a yearly fee of \$5000 + GST is payable. At this stage we set you up to efficiently communicate with the suppliers, while I work underneath it for you.

Payment is made directly to the supplier in China, and the products will be imported under your company name.

We have multiple builders and developers who handle their own orders now, while I work as a support when needed with you and the supplier.

What if the product arrives and is wrong or broken ?

If a product arrives and is the wrong colour, size spec..? If it differs from the spec you have signed off on, the product will be either replaced or refunded. If it is broken or damaged, it is likely it has been so during either shipping or delivery. We would make a claim with the freight forwarder through the insurance policy, and resolve the issue. If a product fails or needs replacing the warranty will revert back to the supplier, and will be resolved with my involvement. All of our suppliers have warranties and in the event that something does go wrong, we trust them to stand by it. In fact, we know they do. We would not be in business if they didn't.

Below is a table showing the product warranties reflecting those of our suppliers.
Each specific supplier / product warranty can be sent on request

Warranty Schedule

This Warranty Schedule is incorporated into and forms a part of the Sale Terms.

1. Product warranty

We will:

- (a) provide warranties on behalf of the manufacturers of the Goods directly; and
- (b) facilitate on behalf of you or the end customer a warranty claim with the manufacturer.

2. Commencement of warranty

The warranty period commences on the date you receive delivery of the Goods and continues for the period specified in the Warranty Table provided the Goods and have been paid for in full.

3. Warranty table

The warranties specified below are standard and come with each Good purchased.

Product type	Product description	Warranty	Warranty Period	
	Windows / Doors	On site repair or replacement	7 yrs	
	Tapware / toilets	On site repair or replacement	7 years	
	Fans	Motor	5 years	
		Other	2 years	
	Bio ethanol fireplace	On site repair or replacement	3 years	
	Cabinetry - Carcass / door / hardware	On site repair or replacement	5 years	
	Stone Benchtops	On site repair or replacement	2 years	
	Solid surface vanities / products	On site repair or replacement	3 years	
	Solid surface supplier MDF products	On site repair or replacement	1 year	
	Ceramic sinks / basins	On site repair or replacement	1 year	
	Oak Flooring	On site repair or replacement		
	Vinyl Flooring	On site repair or replacement	7 Years	
	Composite Wall & Ceiling Panel	Residential Interior / exterior	15 yrs / 5yrs	
		Commercial Interior / exterior	10 yrs / 3yrs	
	Co-extrusion Cladding	exterior	5 years	
	Co-extrusion Decking	exterior	5 years	
	Power switches / light switches	replacement	2 years	
	Shower glass / shower unit	On site repair or replacement		
		On site repair or replacement	6 months	
		On site repair or replacement	6 months	
		On site repair or replacement	6 months	
		On site repair or replacement	6 months	

		On site repair or replacement	6 months	
		On site repair or replacement		

All on site warranties are inclusive of labour and travel provided the site is located within 50kms of the CBD of a capital city. Where additional travel is required we reserve the right to charge a reasonable call out fee, including for its initial assessment of the defect.

4. **Priority**

The information contained in this Warranty Schedule is to be read subject to any warranty conditions contained in your invoice.

5. **Warranty exclusions**

Your warranty will be void if the fault is due to reasons other than inherently faulty or defective Goods, including but not limited to the following:

- (a) accident or damage beyond our reasonable control;
- (b) liquid immersion;
- (c) improper installation by a third party not authorised by us;
- (d) incorrect voltage supply or electrical interference;
- (e) the Goods are incorporated with other goods not cleared and approved by us;
- (f) servicing, maintenance, repair, modification, relocation or adjustment by a third party not authorised by us;
- (g) failure to operate the Goods in accordance with the operations manual;
- (h) failure to notify us within a reasonable time of becoming aware of a fault or defect in the Goods;
- (i) problems associated with a lack of proper maintenance by an authorised and professional service technician;
- (j) misuse, abuse, alteration or tampering of the Goods (even where alterations have been made to the Goods by us);
- (k) electrical storms, power surges, fire or other acts of God; or
- (l) infestation.

We also reserve the right to refuse to honour the warranty where:

- (a) the serial number or warranty seal on the Goods has been removed or defaced;
- (b) the Goods were not purchased from or through us; or
- (c) no proof of purchase can be supplied and no record of the items is available in our records.

6. **Making a warranty claim**

To make a warranty claim you must provide:

- (a) a copy of the invoice relating to the purchase;
- (b) the product name, model and serial number of the faulty Good;

- (c) a detailed description of the fault and any relevant background information; and
 - (d) your contact address, site address, email address and phone number.
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7. Warranty claim process

7.1. Inspection

- (a) Upon receiving a warranty claim, we will assess the Goods to determine whether the damage or fault is covered by its warranty.
- (b) If the defect is covered, the defect will be repaired or replaced by us in accordance with our usual time frames (standard as opposed to expedited manufacture and sea freight as opposed to air freight).
- (c) If there are special circumstances that require more urgent rectification, we will use our best endeavors to provide intermediate repairs to the Goods following your written request.

7.2. Engineer's Report

- (a) Where it is unclear whether the damage or fault is covered by this Warranty, we will appoint an appropriately qualified engineer within 14 days of inspecting the Goods, to assess and conduct a report of the cause of the damage or fault.
- (b) We will provide you with written notice setting out the engineer that it intends to appoint. If you wish to suggest another engineer you will have an opportunity to do so within 3 business days of the notice. We may agree or disagree to the suggestion, acting reasonably.
- (c) The engineer will prepare and provide a written report assessing the defect and analyzing its cause. The engineer's determination of the damage, unless apparent error or mistake is identified, will be conclusive.
- (d) The cost of the engineer will be borne by:
 - (i) us if the claim is within the warranty conditions; or
 - (ii) by you if the claim is outside the warranty conditions.

The fact we are still operating, in fact thriving, is confirmation that this process works. We are happy to discuss any of the above for clarification so please feel free to call on 0414627684.

Likewise, if you are in the area, our home we have just built at Bokarina on The Sunshine Coast is available to inspect to see the products and quality. Just let us know when you can make it!

We look forward to quoting your next project. !