

Spare Parts Warranty & Return Procedure

Warranty

Mitsubishi Heavy Industries Air-Conditioners Australia, Pty. Ltd (hereafter referred to as MHIAA) warrants spare parts sold against defects in manufacturing or faulty workmanship, subject to MHIAA terms and conditions of sale for a period of 12 months.

This is the only warranty given by Mitsubishi Heavy Industries Air Conditioner Australia Pty. Ltd. and is in addition to the owner's statutory rights relating to the Competition and Consumer Act 2010. Nothing in this warranty shall be construed as affecting any statutory rights the owner may have under any State or Commonwealth legislation which provides rights which cannot be modified or excluded by agreement. No person has the authority to change these obligations and liabilities.

Warranty Conditions

1. The part must be returned to MHIAA spare parts distributor (MRE Spare Parts – see address at foot of this document).
2. A purchase order is required to purchase the replacement part pending a decision of the claim.
3. The warranty given is replacement only, no labour costs are accepted.
4. Claim should include a copy of the tax invoice/ proof of purchase with the item returned.
5. Please complete the attached good return information below.
The equipment must be installed in accordance with the manufacturer's instructions and specifications by a licensed and qualified person.

Warranty Exclusion

1. Transport or installation damage.
2. Damage or performance related problems due to incorrect power supply, external wiring, voltage surges and fluctuations, or external electrical or electromagnetic interference.
3. Any damage to the equipment caused by negligence, ingress of any foreign matter or person, animal or plant or part thereof, vandalism, accident, flood, fire, lightning strike or force majeure.
4. Damage or performance related problems due to corrosive environments. (Eg. Coastal, Mining, Sulphur areas, Swimming pools etc.).

Return Procedure (Non Warranty)

1. MHIAA accepts return of the spare parts if the part supplied is different from that specified on the purchase order.
2. If spare parts have been opened they are considered to be used and not fit for resale, MHIAA is unable to accept return of opened (deemed used) spare parts.
3. Spare parts which are unopened and accepted for returned will incur a 10% or \$30.00 (whichever the greater) restocking fee.
4. MHIAA cannot accept any costs associated in returning the spare parts.
5. Spare parts specifically ordered from overseas and compressors cannot be accepted for return.

Goods Return Section

MHIAA Invoice No: Customers Purchase Order:.....

Customers Name: Customers Phone No:

Part No:

Reason for Return:

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Return address

MRE SPARE PARTS

5/376 Newbridge Rd, Moorebank NSW 2170

Phone: +61 2 9600 7444 Fax: +61 2 9600 8044