



## All4cycling Pty Ltd Limited Warranty

### 1. OVERVIEW

- 1.1. All4cycling Pty Ltd ("A4C") products are designed and manufactured to function reliably during each product's reasonable life cycle when used appropriately for their intended purpose.
- 1.2. While it is extremely uncommon, products can cease operating or become damaged during normal use. If your A4C product fails during normal and reasonable use for the intended purpose, A4C will at its sole discretion:
  - 1.2.1. provide a like-for-like replacement of the product, if the product is current and stocks are available.
  - 1.2.2. where a product is discontinued, provide an exchange for an alternative model or an updated version of the product, but noting that additional costs may be payable if the exchange requires further parts or work to correct for any incompatibility.
  - 1.2.3. provide a best effort repair of the product, which includes, but is not limited to, re-welding or rebuilding broken or cracked components of the product.
  - 1.2.4. exchange the product for a different product if acceptable to the customer, but noting that additional costs may be payable if the exchange results in the replacement product being more expensive than the original product; or
  - 1.2.5. a refund of the purchase cost of the product may be offered.
- 1.3. We may require the customer's assistance in providing detail as to the fault or damage, and in some cases, we may require the product to be returned to A4C for the Warranty claim to be assessed.
- 1.4. The Purchaser will pay for all reasonable incurred initial shipping costs related to Warranty claims, or otherwise arrange for products to be returned to A4C.
- 1.5. Please contact [Richard.smith@all4cycling.com.au](mailto:Richard.smith@all4cycling.com.au) to discuss your Warranty claim.

### 2. WARRANTY PERIOD

- 2.1. The Warranty period applicable to A4C products are as follows:

Product	Period of Warranty
Bike Repair Stand	10 Years
Deluxe Bicycle Repair Stand	10 Years
Skateboard Repair Station	10 Years
Electric Bike Pump	60 months
E Bike Charging Station	24 Months
High Security Public Bike Pumps Outdoor	10 Years
Wall Mounted repair station	10 Years
Wheel Chock	10 Years
Bicycle Access Ramp	24 Months
Bike Wash Station & Bottle Fill Stations	24 months
Space Pods	10 Years
Street Pods	10 years
End of Trip Vending Machine	As per contracted terms

- 2.2. Air nozzles on public bike pumps are the wear item and not covered under warranty. These will need to be changed over from time to time.

### **3. WARRANTY TERMS AND CONDITIONS**

- 3.1. A4C will assess your Warranty claim and, at its sole discretion, determine whether your claim is within the Warranty policy terms.
- 3.2. Merchandise cannot be returned without prior authorisation from A4C customer service and a copy of the original invoice documenting date of purchase.
- 3.3. The date of delivery or installation on the relevant Warranty specifications is the date your warranty period commences. If there is no specific reference, or your product is subject to general Warranty only, then the date on the product invoice is the date your warranty period commences.
- 3.4. A4C will, at its sole discretion, either repair or replace the product as set out in paragraph 1.2 above, if your claim is determined to be an approved Warranty case.
- 3.5. The relevant Warranty will be void if any alteration or modification has been performed.
- 3.6. The Warranty covers defects in materials and craftsmanship, including manufacturing defects.
- 3.7. The Warranty does not cover:
  - 3.7.1. wear and tear through normal use, including but is not limited to surface discolouration, minor indentations or erosion, marring and scratching.
  - 3.7.2. use that is outside of the intended use, including both the user interaction with the product and the product being used appropriately but in the incorrect environment or conditions.
  - 3.7.3. damage caused by improper installation, assembly or incompatible mixing of parts.
  - 3.7.4. damage resulting from abuse, vandalism, crashing or accidents; or
  - 3.7.5. damage from improper handling, alteration or misuse, including were unintentional.
- 3.8. The Warranty on appearance such as paint and finishing only covers abnormal peeling and cracking. It does not cover paint surface damage or discolouration through normal use. Over time, paint fades and finishing work deteriorates due to factors including but not limited to sun exposure, rubbing on materials and surfaces, damage from debris or other collisions, and other wear and tear.
- 3.9. The Warranty is valid for the original purchaser with proof of purchase supplied with the Warranty claim. Second-hand A4C products are covered by this Warranty but with the following additional conditions:
  - 3.9.1. the Warranty period is determined by the time of the first purchase, not the second-hand purchase.
  - 3.9.2. the customer will be responsible for the cost of shipping the damaged product to A4C and for the cost of shipping a repaired or replacement product to the customer.
  - 3.9.3. the customer will be responsible for a processing fee of 20% of the current retail price of the replacement product; and
  - 3.9.4. proof of purchase from the original purchaser is required.
- 3.10. The Warranty terms for ex-demonstration and sample products bought directly from A4C will be subject to reduced warranty periods communicated to the customer during the sale process.
- 3.11. This Warranty policy is subject to change. The current warranty policy will be published on A4C's website.

#### **4. WARRANTY PROCESSING TIME**

- 4.1. A4C will do everything reasonable to ensure that our customers will be affected for as short a time as possible. However, with the complexity of global supply chains and the prevailing challenges to manufacturing, this time may vary and, in some cases, may be significant.
- 4.2. Depending on the nature and duration of any delay, a replacement product may be provided on a temporary basis under certain circumstances until such time as a suitable outcome is achieved but is not guaranteed.

#### **5. CANCELLATION POLICY**

- 5.1. All purchases from A4C are final. If your order was placed unintentionally via our website, and if the order has not been dispatched, we may be able to cancel your order and issue a refund if you notify A4C by emailing [info@all4cycling.com.au](mailto:info@all4cycling.com.au) within 24 hours of placing the order.
- 5.2. Some A4C products are sold on a lead time with a planned delivery date. To secure the purchase, A4C may require a non-refundable deposit.