

Exploring the Unknown**AusProof Warranty Certificate**

At AusProof, we take pride in delivering high-quality products to our valued customers and are committed to ensuring your satisfaction with our products. This letter outlines the warranty terms applicable to the product(s) you have purchased from us.

AusProof firmly stands behind our products, and in the event of any quality concerns, we are committed to offering our full support. Our warranty covers all expenses related to travel and investigation required to ensure your product functions to its full potential. We will have our team to travel to site anywhere necessary to address any performance issues.

Warranty coverage for quality concerns before Termination/Installation/Commissioning:

Any quality concerns that arise within two months of the product's arrival at your onsite location will be assessed as follows:

a. If it is determined that the quality concern is due to a fault on AusProof's part, we will provide a 100% replacement of the product, including freight charges.

Warranty coverage for quality concerns after Termination/Installation/Commissioning:

In cases where quality concerns arise after the product has been terminated, installed, or commissioned, an investigation will be conducted to determine the root cause of the issue. The following warranty terms will apply:

a. If our investigation reveals that the quality concern is attributable to a fault on our part, we will provide a 100% replacement of the product, including freight charges.

Please note that this warranty does not cover any additional costs incurred by the customer, including but not limited to labor costs, downtime costs, or any other expenses not directly related to the replacement of the product itself. Liquidated damages shall not be passed on to AusProof or imposed upon AusProof in any manner. Any costs, fees, or damages arising from customer defaults or breaches are the sole responsibility of the customer and shall not be transferred to AusProof.

To initiate a warranty claim, please contact your local state sales manager. Our team will guide you through the warranty claim process, ensuring a prompt and efficient resolution to any quality concerns you may encounter.

If you have any questions or require further clarification on our warranty terms, please do not hesitate to contact us.

Kind Regards,
The AusProof Team