


 ISO 9001
Quality


Product Warranty Statement

Thank you for choosing a Westlab product. Please read all warranty and maintenance documentation.

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|------------------------|------------|
| Description | Gratnells® |
| Warranty Period | 60 Months |

Westlab warrants that the Gratnells® Storage & Trolleys Range will be free of defects in material and workmanship for a period of sixty (60) months from the date of purchase.

Request for warranty is to be in writing and state product code, date of purchase, and the reason for application for warranty claim.

This warranty will only apply if:

- The purchaser provides proof of the date of purchase;
- The product has been installed, operated, and maintained in accordance with Westlab's instructions. If in doubt, contact Westlab Pty. Ltd. for details; and
- The product has not been sold, leased, licensed, or otherwise disposed of by the original retail customer.

Warranty Exclusions

- The rental of another machine or related equipment while unit repairs are in progress.
- The labour and parts for mechanical adjustments which are made or should be made as standard preventative maintenance or calibration procedures.
- The replacement of normal maintenance parts made in connection with normal preventative maintenance services as opposed to manufacturing defects.
- Any defect caused by alteration, modification, fitment of a non-genuine part or attachment not approved by Westlab.
- Any defect caused by misuse, negligence, accidents, or failure to carry out proper maintenance procedures.
- Any defect caused by work carried out by persons other than a person authorised to do so by Westlab.
- Damage caused by continued operation of the machine after it is known to be defective.

- Freight and insurance costs for the recall of the machine or equipment to Westlab and the subsequent return to the purchaser.
- Technician travelling costs to and from site if any on site repairs are required.

This warranty will not apply to:

- Use of the product in other than normal domestic circumstances.
- Faults caused by natural wear and tear, including cosmetic damage, scratches, dents, chips, or other damages to the finish of your product unless such damage results from defects from materials and workmanship.
- Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of god, improper installation, or use of consumables or cleaning products not suitable for use.
- Unsuitable environmental conditions – exterior storage, corrosive fumes, chemical leaks, etc.
- The product was not purchased from Westlab.

Prior to returning any product under this warranty, the approval of Westlab must be obtained.

The purchaser will bear the cost of all transportation or freight charges, or any other charges incurred in returning defective products for repair, together with the cost of returning them to the purchaser, unless otherwise determined by Westlab.

After-Sales Service and Support

Should your product become defective, or you require support, please contact Westlab for assistance.

Email: sales@westlab.com.au

Phone: 1800 358 101

In Person: 4 Cargo Way, Mitchell Park VIC 3355

View the complete Westlab Warranty Statement [here](#).

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Westlab Pty. Ltd.

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