

## Warranty Terms & Conditions

Warranty Conditions Caddy Storage warrants the work for a period of two (2) years from the date of purchase or the warrantee period specified by the original manufacture, whichever is the lesser. Caddy must be notified of any warrantee work prior to commencing.

The warranty **does not** cover the following matters:

- Wear and tear or damage to any part of the customers vehicle to which an attachment is made by Caddy Storage.
- The cost of taking the vehicle to Caddy Storage for warranty work and later pick up shall be the responsibility of the customer.
- All warranty work must be carried out by Caddy Storage or its representatives on their premises.
- Any work carried out by the customer without consent of Caddy Storage shall void this warranty.
- In the event Caddy agrees to pay an invoice for warrantee, we will not pay the invoice for the warrantee claim without an order number. The order number must be obtained prior to the warrantee work commencing.
- Loss of income, use or enjoyment of vehicles while undergoing warranty work.
- Damage caused by misuse, overloading or negligence by the customer.
- The warranty only applies whilst ownership of vehicle remains with the original customer and does not apply to third parties.
- The warranty does not extend to inconsequential or incidental damage including but not limited to damage to customers vehicle, cargo or any other party or property.
- Any vehicles left at Caddy Storage premises remain the sole responsibility of the customer and Caddy Storage shall not be liable for loss or damage to any customer's vehicle by any cause while left on Caddy Storage premises.

### Quotations

All quotes are valid for 30 days. Accepted orders refer to written quotes. Please ensure that you understand the written quote specifications prior to accepting the job. Please ensure that all items discussed verbally with the salesperson have been written on the quote.

### Payment and Conditions

All products remain the property of Caddy Storage until goods are paid for in full. Full payment shall be on completion of work. We accept bank cards; the surcharge cost of this is 1.2% of the total value. We accept eftpos at no extra charge and fleet cards at an extra surcharge of 3%. We do not accept American Express or Diners Card. Credit account clients are strictly 30 days of invoice and are to be paid by cash or cheque only. For any overdue accounts, interest will be charged at 18% accrued daily. \$100 administration fee plus interest will be charged on returned cheques. Any discrepancy in fitout may be rectified in due course. However, payment must be made in full before vehicle can leave the premises.

### Deposits

Caddy made to order and made to order buy items require a 50% deposit. If an order is cancelled after paying a deposit cancellation fees will apply.

### Cancellations

All cancellations must be made in writing to [admin@caddystorage.com.au](mailto:admin@caddystorage.com.au). Any product and material costs that are unlikely to be recouped by Caddy Storage, due to a cancellation, will be charged. These costs are at Caddy Storage discretion

### Caddy Warranty Procedures

Any internal scratches will be touched up by Caddy using vehicle touch up paint that provided with the vehicle. Caddy may choose to repair a vehicle component rather than replace it. In the event the manufacturer of the component will not guarantee the repair, Caddy may choose to guarantee the repair themselves.

### Caddy Reinforcement Plate Option

Caddy Storage manufacture a robust shelving system and brackets so the system can be securely fitted to your vehicle. However, due to a variety of reasons such as (vehicle wall thickness, the way the vehicle is driven, the roads the vehicle is driven on, the weight that is carried in the shelving and the length or type of the vehicle you are driving) the walls in the vehicle may not be strong enough to hold the shelving. Whilst the brackets and shelving may not fail, the vehicle walls may receive excess stress. Ask our sales staff on whether to upgrade to Caddy Cantrail Strengthening Plates.

### Important Customer Care

It is the customer's responsibility to check, and if necessary tighten fittings every month. This is very, very important for external items such as front bars, rear bars, roof racks, etc..

E & O.E

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