



Claims for Warranty:

Vapormatic and Landlogic recognise that an important part of our business is to ensure customers have confidence in the product we supply. Warranty is designed around supporting that confidence and is to be applied when faulty parts or workmanship is suspected.

To this end, the following guidelines regarding Warranty are in force:

- (i) Subject to the conditions set out below, VAPORMATIC warrants goods to correspond to specifications, to be free from defects in materials and workmanship for a period of 12 months from the date of delivery, or in the case of goods which have a shorter working life as determined by VAPORMATIC, 3 months from the date of delivery ("Warranty Period").
- (ii) If VAPORMATIC receives written notice during the Warranty Period from the Buyer of any breach of the above warranty then VAPORMATIC will at its own expense and within reasonable time after receiving such notice repair, or at its option replace the goods or otherwise remedy such defect. The Buyer will, at the request of VAPORMATIC, return defective goods to LANDLOGIC carriage paid.
- (iii) VAPORMATIC or LANDLOGIC shall be under no liability under the above warranty:
 - (a) in respect of any defect in goods arising from any drawing, design specification supplied by the Buyer;
 - (b) in respect of any defect arising from fair wear and tear, willful damage, negligence of the Buyer, abnormal working conditions, failure to follow VAPORMATIC's instructions (whether oral or in writing), misuse or alteration or repair of goods without the Buyer's approval, or improper storage;
 - (c) where goods are transported to the Buyer at the Buyer's risk and the defect occurred during transit;
 - (d) in respect of Non-Vapormatic branded goods. In that case the buyer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to LANDLOGIC.
- (iv) VAPORMATIC or LANDLOGIC shall have no liability under the above warranty other than under Clause (ii) above. VAPORMATIC or LANDLOGIC's maximum liability under this warranty is limited to the contract price of goods, also in case of VAPORMATIC's failure to comply with its obligations.
- (iv) The express terms of these Conditions of Sale are in lieu of all warranties, conditions, terms, undertakings, and obligations implied by statute, common law, custom, trade usage, course or dealing or otherwise, all of which are hereby excluded to the fullest extent permitted by law. The United Nations Convention on Contracts for the International Sales of Goods (Vienna, 1980) shall not apply to orders for goods.

Warranty Claim:

The buyer should inspect the goods on receipt and within 24 hrs of delivery, notify Landlogic in writing of any alleged transport damage, quantity shortage or Company picking error that would lead to a credit request. Any **product defects** after such time should be reported through to Landlogic as a Warranty claim request.

- All claims and all warranty return goods must be accompanied with supporting 'NZ Warranty/Defective Parts Claim Form' documentation. Product returned without supporting documentation may be disposed of.
- All returns will initially be at buyer's expense but may be credited where appropriate.
- It is the buyers responsibility to ensure timely return through normal freight and courier services. The use of Sales Reps is not advised.
- Product returned 12 months or more from date of delivery will not be accepted for warranty.
- Vapormatic warranty will cover parts and reasonable labour at the specified \$75.00 + GST per hour
- Any non-Vapormatic parts to be replaced or outwork must be approved by Landlogic prior to repair and copies of invoices from suppliers provided with claim form. Landlogic reserves the right to source and supply non-Vapormatic parts for the repair through its own supply channels, intention to do this will be advised prior to repair.

It is very much our intention to be 'easy to do business with'. Please do not hesitate to contact us if you have questions or requests regarding warranty or return of product.