

Warranty Terms and Conditions

Structural Frame – 3 Year Warranty:

Shoprider Australia will repair or replace, at our option, free of charge **any part** found upon examination by Shoprider Australia to be defective in material and/or workmanship within the warranty period.

All parts claimed under warranty must be returned to Shoprider Australia in their present condition via the original place of purchase (SHOPRIDER AUTHORISED DEALER). Only an authorised “WARRANTY DEALER” of Shoprider Australia, following approval by Shoprider Australia, can undertake warranty work.

Drive Train Assembly – 18 Month Warranty:

Shoprider Australia warrants that the drive train assembly will be free from defects under normal use, for a period of eighteen (18) months from the date of purchase by the original customer.

Shoprider Australia will repair or replace, at our option, free of charge **any part** found upon examination by Shoprider Australia to be defective in material and/or workmanship within the warranty period.

All parts claimed under warranty must be returned to Shoprider Australia in their present condition via the original place of purchase (SHOPRIDER AUTHORISED DEALER). Only an authorised “WARRANTY DEALER” of Shoprider Australia, following approval by Shoprider Australia, can undertake warranty work.

Drive	Train	Components	Include:
Transaxle, Motor and Magnetic Brake.			

OTHER PARTS – 12 Month Warranty:

Shoprider Australia warrants other parts will be free from defects under normal use, for a period of twelve (12) months from the date of purchase by the original customer.

Shoprider Australia will repair or replace, at our option, free of charge **any part** found upon examination by Shoprider Australia to be defective in material and/or workmanship within the warranty period.

All parts claimed under warranty must be returned to Shoprider Australia in their present condition via the original place of purchase (SHOPRIDER AUTHORISED DEALER). Only an authorised “WARRANTY DEALER” of Shoprider Australia, following approval by Shoprider Australia, can undertake warranty work.

Exclusions:

1. All transportation costs associated with the submission and return of parts for repair or replacement under warranty (as determined by Shoprider Australia) are the responsibility of the original customer.

2. Normal wear items are not covered under this warranty. These include such items as brushes, tyres, tubes, brake pads, upholstery, seating and arm rests.
3. Damage caused by:
 - >Excessive, abusive, misuse, negligence or accident.
 - >Improper maintenance, maintenance carried out by non-approved “WARRANTY DEALER”.
 - >Improper operation or storage.
 - >Any Commercial use.
 - >Fitment of NON-Manufacturer approved accessories.Resulting damage attributed to the NON-Manufacturer approved accessory or correction of the unit to operate as intended once the accessory has been removed will not be covered under warranty.
4. Where an authorised dealer has not lodged all the required documentation at the appropriate time, the warranty is void.
5. All warranties provided do not extend to purchasers of used or second hand equipment.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement part for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to major failure.