

## Off Grid Tiny Houses

### **1 Year Warranty**

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

Off Grid Tiny Houses provides the following warranty in relation to its Tiny Houses on Wheels.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

#### **Warranty:**

Your new Tiny House on Wheels comes with a 12 month limited warranty from the date of first purchase.

This warranty covers the following:

-Any defect in the original material or faulty workmanship which is the responsibility of the manufacturer, will be corrected without charge to the original owner for parts or labour incurred in such rectification.

This warranty is not transferable to a subsequent customer if the Tiny House on Wheels is sold by the original customer during the Warranty Period.

#### **Exclusions:**

The warranty will not apply where:

- a the Tiny House on Wheels has been repaired, altered or modified by someone other than Off Grid Tiny Houses or an authorised repair agent;
- b the alleged defect in the Tiny House on Wheels is within acceptable industry variances;

- c Off Grid Tiny Houses cannot establish any fault in the Tiny House on Wheels after testing and inspection;
- d the Tiny House on Wheels has been used other than for the purpose for which it was designed;
- e the defect in the Tiny House on Wheels has arisen due to the customer's failure to properly use and maintain the Tiny House on Wheels in accordance with any of Off Grid Tiny Houses' instructions, recommendations and specifications.
- f the defect in the Tiny House on Wheels has arisen due to the customer's request to customise the Tiny House on Wheels;
- g the Tiny House on Wheels has been subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar;
- h the defect has arisen due to abuse, misuse, neglect or accident;
- i unauthorised parts or accessories have been used on or in relation to the Tiny House on Wheels; or
- j the Tiny House on Wheels has been overloaded or involved in an accident.

The warranty does not extend to:

- a damage or defects caused by normal wear and tear, including impact or stone damage;
- b water damage caused by creek crossings, flooding and other similar conditions;
- c tears, punctures, and fading to fabric items;
- d damage or defects caused by excessive speed or hard impact; or
- e the aesthetics of galvanising, coating and protectant treatments used.

We strongly recommend towing at safe speed according to travel conditions with extra care and attention required on uneven surfaces.

### **Supplied Components:**

Some of the materials and components used in the manufacture of the Tiny House on Wheels are not manufactured by Off Grid Tiny Houses and are not covered by this warranty. Instead, they are separately warranted by their individual manufacturer's warranty against manufacturing defects. Off Grid Tiny Houses will use its best reasonable endeavours to pass on to the customer the benefit of any third party manufacturers' warranties. Please note that the length of warranty

periods provided for the supplied components and their terms may vary depending on the item. The separately warranted components may include, but are not limited to axles, wheels, couplings, installed appliances and standalone solar components.

### **Maintenance Items:**

This warranty does not apply to maintenance items which are the responsibility of the customer. The maintenance items include but are not limited to:

- suspension servicing;
- wheel bearing servicing and adjustment;
- checking tyre pressures;
- servicing of standalone solar system;
- general greasing and tightening of components; and
- rust-proofing, painting and maintenance of painted surfaces and exposed surfaces.

### **Limitations:**

Off Grid Tiny Houses makes no express warranties or representations other than set out in this warranty.

The repair or replacement of the Tiny House on Wheels or part of the Tiny House on Wheels is the absolute limit of Off Grid Tiny Houses' liability under this express warranty.

### **Warranty Claims:**

- 1 If a fault covered by warranty occurs, the customer must first contact Off Grid Tiny Houses at the contact address listed below.
- 2 The customer must make the Tiny House on Wheels available to Off Grid Tiny Houses or its authorised repair agent for inspection and testing. If such inspection and testing finds no defect in the Tiny House on Wheels, the customer must pay Off Grid Tiny Houses' usual costs of service work, evaluation and testing.
- 3 The customer must bear the cost of the transport of the Tiny House on Wheels to and from Off Grid Tiny Houses or the authorised repair agent to make the warranty claim, and all insurance of the Tiny House on Wheels.

### **Contact:**

Email: [info@offgridtinyhouses.com.au](mailto:info@offgridtinyhouses.com.au) Phone: 0490 881 866