

Bracton Equipment Warranty (v20220801)

- 1) All goods are sold subject to any applicable manufacturer's warranty, if not stated is for period of 12 months;
- 2) Bracton may satisfy any valid warranty claim by replacing or repairing the goods at its election.
- 3) Any warranty to resellers shall run from the date of purchase + 2 months and is not extended by any replacement or repair.
- 4) The failure of a product during a warranty period does not automatically constitute a warranty claim.
- 5) Bracton is not liable for;
 - a) incorrect application or sizing of products;
 - b) poor work practices installing and commissioning the product;
 - c) general wear and tear;
 - d) consequential damages;
 - e) labour and loss of other items not supplied by Bracton, such as; beverage i.e. beer, syrup, etc or refrigerant.
- 6) All claims will be assessed and determined by Bracton or the manufacturer.

Product type	Details
Cooling equipment - electrical	12 months
Cooling equipment – non-electrical	24 months
Gas and compressed air equipment	12 months
Fonts	24 months, excluding coatings / finishes
Stainless Fittings, FOBs	24 months, excluding wearing parts
Beer pumps	24 months

Claims process

In the event of suspected warranty failure the customer is to complete the following form; <https://www.bracton.com/equipment/general-forms/returns/> Bracton will contact the customer within two business days to identify if a resolution can be achieved. If not possible a warranty RMA number issued to customer and warranty status is confirmed. The reseller can advise if they want to return for assessment (labour & parts) or repair onsite (parts only).

If onsite repair

Bracton will supply the suspected part to customer for self-rectification. Bracton will advise if we need a component back to validate warranty or not. Where not warranty the parts are chargeable, where determined to be warrantable Bracton is to Raise PO with supplier for part along with supporting evidence. *For clarity "Supporting evidence" is photos, videos, warranty form information, serial numbers etc.*

If repaired at a Bracton facility

Customer to return the item to Bracton with RMA number. Bracton will evaluate failure and repair/return within 5 days. In the event the failure was not warranty (abuse/misuse), parts and labour may be chargeable.

Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of New South Wales, and by the laws of the Commonwealth of Australia, excluding their conflicts of laws principles.

For information on service centres and authorised agents, please contact us equipment@bracton.com