

Conditions for Warranty Claim

This document sets out the terms and conditions of the product warranties for the Onsen Hot water unit.

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.

Our Warranty

1. Our Warranty only applies where the hot water unit has been used exclusively for domestic, personal or household use within Australia. Shinda Australia Pty Ltd (herein referred to as Shinda Australia) will repair, or at its option replace the hot water unit if it is found to be defective due to faulty materials or workmanship for the period of its warranty. Refer to the warranty terms and conditions that comes with the product.
2. Shinda Australia have Service Agents appointed Australia-wide. During the period of Warranty, Shinda Australia will provide service to the unit where necessary. In instances where the unit is located outside of the service area, the purchaser is responsible for all expenses incurred for the service agent's travelling costs to the place of installation, as well as the expenses in delivering the unit to and from our service centre.
3. Proof of purchase or handover/occupancy certificate is required before you can make a claim under this warranty.
4. You may not make a claim under this warranty where there is evidence of the following:
 - a) Incorrect installation of the hot water unit or installation by an unlicensed installer
 - b) Unauthorised repairs, modifications or alterations to the hot water unit
 - c) Negligence, misuse or abuse, including failure to adequately maintain or service
 - d) Electrical storm damage, power surges or incorrectly power provisioning
 - e) Serial number or warranty seal has been removed or rendered illegible
 - f) Failure to comply with the instructions provided with the hot water unit

The occurrence of any one or more of which will render this warranty void.

5. Our Warranty is not transferable and is only valid for products distributed by Shinda Australia Pty Ltd, purchased and used in Australia.
6. Before claiming under this warranty, please carefully check the operating instructions, user manual and the terms of this warranty to ensure that your claim is valid.
7. You accept that by making a claim under this Warranty, Shinda Australia may exchange information in relation to you to enable Shinda Australia to meet its obligations under this warranty.



- 8. Should the issue be outside the conditions of the warranty, as diagnosed by the service agent, you will be liable for the full cost of the service and will directly pay the service agent for his/her fees.

Failure to comply with aforementioned conditions, or in the event that false or incorrect information has been provided regarding your warranty claim, you may be liable for all costs involved in the service call and you will directly pay the service agent for their fees.

Do you to accept the above terms and conditions? YES / NO (please circle your response)

Full Name: _____

Signature: _____

Date: ____ / ____ / _____

Address: _____

Model Number: _____

Serial Number: _____

Please attach purchase receipt or handover / occupancy certificate