

Warranty Policy

EWS Australia warrants its products purchased and used in Australia to the original purchaser against any defects that are due to faulty material or workmanship. The warranty period is 12 months on EWS products and is measured from the date of shipment. If a defect is discovered during the warranty period, EWS Australia agrees that, at its option, it will repair or replace the defective product, or refund the purchase price, excluding original shipping and handling charges. Any product repaired or replaced under this warranty will be warranted only for the remainder of the original product warranty period. This warranty does not apply to consumable components of a product. EWS Australia does not provide warranty on its products where the product has not been installed in line with EWS Australia product manuals and guidelines.

Contact EWS Australia to initiate warranty support. Products may not be returned without prior authorisation from EWS Australia.

Should on-site technical support be required to determine a warranty claim, this will be charged to the purchaser and not refunded upon determination of warranty claim. A request for quote and clear information about the issue must be submitted to EWS Australia. Once a Purchase Order is received by EWS Australia, a technician will be scheduled to site.

Warranty claims are subject to EWS Australia's Terms and Conditions.

Service Warranty Policy

EWS Australia warrants its work and parts provided under service agreements to the extent that for the first 90 days after the service date of the equipment, EWS Australia will repair or replace defective replacement parts and provide remedial maintenance to the serviced equipment. Such warranty is strictly limited to the replacement parts which are defective, and repairs necessitated by the defective parts, and to no other parts or services.