
Limited Lifetime Warranty Against Defects

1. Werner Co Australia Pty Ltd ACN 151 127 061 (**WernerCo**) provides consumers with this sole and exclusive warranty in relation to this Product.
1. WernerCo warrants the Products against defects in materials and workmanship for the lifetime of the original end-user purchaser commencing from the date of purchase of the Products (**Warranty Period**). This is applicable to products manufactured on or after 1st July 2024.
2. This warranty expressly excludes:
 - (a) damage to Products which occurs during transit or transportation, or is caused by any abuse, accident or improper installation, connection, use, adjustment or repair, or use of Products otherwise than in accordance with instructions issued by WernerCo.
 - (b) defects caused by normal wear and tear, cosmetic rust, scratches, accidents, unlawful vehicle operation, or modification to the product, or any types of repair of a Product other than those authorised or provided by WernerCo;
 - (c) defects resulting from conditions beyond WernerCo's control including, but not limited to, misuse, overloading, or failure to assemble, mount or use the Products in accordance with WernerCo's written instructions or guidelines included with the Product or made available to the original purchaser; or
 - (d) damage to the contents of the box or vehicle.
3. This warranty is waived if any addition or attachment to the Product does not have WernerCo's specific approval or are not sold as WernerCo products, or the original end-user purchaser transfers ownership of the Product to any other person or entity.
4. To claim this warranty, you must submit a warranty claim to WernerCo upon becoming aware of a defect in a Product, and WernerCo must subsequently determine the defect is covered by this Warranty.
5. If during the Warranty Period you submit a claim to WernerCo in accordance with this warranty, WernerCo will, at its option and free of charge:
 - (a) repair the defective Product or Product part;
 - (b) replace the defective Product or Product part with equivalent goods; or
 - (c) pay you the cost of the above remedies.
6. WernerCo at its expense will arrange the collection and return of a defective Product or part from the consumer, and pay any freight costs incurred in the delivery of any replacement Product or part.
7. To the extent permitted by law, no liability of any nature whatsoever is accepted by WernerCo for any consequential loss, damage or injury arising as a result of any fault in the

Products. Only WernerCo is authorised to alter this warranty or make any other warranty in relation to the Products.

8. For Australian consumers, 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 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.
9. This warranty is in addition to any non-excludable legal rights or remedies conferred on the consumer under any applicable laws and regulations in Australia or New Zealand. To the extent permitted by law, WernerCo's liability for any non-excludable condition or warranty is limited to rectifying any defect at its option, as set out in paragraph 6.

To submit a warranty claim, please contact WernerCo by mail, phone, or email at the contact information below:

Street Address	PO Box 197, Browns Plains, QLD 4118.
Phone Number (Australian Enquiries)	1300 760 717
Phone Number (New Zealand Enquiries)	0800 230 004
Email	Aus.Customercare@wernerco.com

5- Year Warranty Against Defects

1. Werner Co Australia Pty Ltd ACN 151 127 061 (**WernerCo**) provides consumers with this sole and exclusive warranty in relation to this Product.
2. WernerCo warrants the Products against defects in materials and workmanship for 60 months from the date of purchase of the Products (**Warranty Period**). This is applicable to products manufactured on or after 1st July 2024.
3. This warranty does not cover damage to Products which occurs during transit or transportation, or is caused by any abuse, accident or improper installation, connection, use, adjustment or repair, or use of Products otherwise than in accordance with instructions issued by WernerCo.
4. This warranty is waived if any addition or attachment to the Product does not have WernerCo's specific approval or are not sold as WernerCo products, or the original end-user purchaser transfers ownership of the Product to any other person or entity.
5. To claim this warranty, you must submit a warranty claim to WernerCo upon becoming aware of a defect in a Product, and WernerCo must subsequently determine the defect is covered by this Warranty.
6. If during the Warranty Period you submit a claim to WernerCo in accordance with this warranty, WernerCo will, at its option and free of charge:
 - (a) repair the defective Product or Product part;
 - (b) replace the defective Product or Product part with equivalent goods; or
 - (c) pay you the cost of the above remedies.
7. WernerCo at its expense will arrange the collection and return of a defective Product or part from the consumer, and pay any freight costs incurred in the delivery of any replacement Product or part.
8. To the extent permitted by law, no liability of any nature whatsoever is accepted by WernerCo for any consequential loss, damage or injury arising as a result of any fault in the Products. Only WernerCo is authorised to alter this warranty or make any other warranty in relation to the Products.
9. For Australian consumers, 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 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.
10. This warranty is in addition to any non-excludable legal rights or remedies conferred on the consumer under any applicable laws and regulations in Australia or New Zealand. To the extent permitted by law, WernerCo's liability for any non-excludable condition or warranty is limited to rectifying any defect at its option, as set out in paragraph 6.



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1 Year Warranty Against Defects

1. Werner Co Australia Pty Ltd ACN 151 127 061 (**WernerCo**) provides consumers with this sole and exclusive warranty in relation to this Product.
2. WernerCo warrants the Products against defects in materials and workmanship for 12 months from the date of purchase of the Products (**Warranty Period**).
3. This warranty does not cover damage to Products which occurs during transit or transportation, or is caused by any abuse, accident or improper installation, connection, use, adjustment or repair, or use of Products otherwise than in accordance with instructions issued by WernerCo.
4. This warranty is waived if any addition or attachment to the Product does not have WernerCo's specific approval or are not sold as WernerCo products, or the original end-user purchaser transfers ownership of the Product to any other person or entity.
5. To claim this warranty, you must submit a warranty claim to WernerCo upon becoming aware of a defect in a Product, and WernerCo must subsequently determine the defect is covered by this Warranty.
6. If during the Warranty Period you submit a claim to WernerCo in accordance with this warranty, WernerCo will, at its option and free of charge:
 - (a) repair the defective Product or Product part;
 - (b) replace the defective Product or Product part with equivalent goods; or
 - (c) pay you the cost of the above remedies.
7. WernerCo at its expense will arrange the collection and return of a defective Product or part from the consumer, and pay any freight costs incurred in the delivery of any replacement Product or part.
8. To the extent permitted by law, no liability of any nature whatsoever is accepted by WernerCo for any consequential loss, damage or injury arising as a result of any fault in the Products. Only WernerCo is authorised to alter this warranty or make any other warranty in relation to the Products.
9. For Australian consumers, 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 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.
10. The benefits given by this warranty are in addition to any non-excludable legal rights or remedies conferred on the consumer under any applicable laws and regulations in Australia or New Zealand in relation to the Products. To the extent permitted by law, WernerCo's liability for any non-excludable condition or warranty is limited to rectifying any defect at its option, as set out in paragraph 6.



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