

Warranty against defects

This warranty applies to additional and optional accessories including battery backups, remote controls, Photo eye beams, wireless keypads and external receivers manufactured by Jaytech Garage Door Openers Australia.

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.

Our warranties against defects and remedies under these warranties are in addition to other rights and remedies of the purchaser under the Australian Consumer Law. Should your product be defective, you may choose to make a claim under the Australian Consumer Law or the Jaytech Garage Door Openers Australia Warranty Against Defects.

Warranty Period

The accessories listed above are guaranteed against failure due to a manufacturing defect for a period of 12 Months. To be entitled to claim under this warranty, the defect in the part or product must appear within 12 months of installation.

Exclusions (subject to the Australian Consumer Law)

To the maximum extent permitted by law, and subject to the Australian Consumer Law, Jaytech Garage Door Openers Australia is not liable, whether in contract, tort (including negligence), under any statute or otherwise, for or in respect of:

1. Normal wear and tear. In this regard, please note that the following may occur as a result of natural and normal usage:
 - (a) Remote control buttons may fade, become less responsive and show visible signs of wear
 - (b) Batteries and consumables may need to be replaced
2. Damage caused by dropping, impact, misuse, liquid ingress, extreme temperatures or any other physical damage caused by other than normal use.
3. The warranty against defects is not transferable. It is limited to the original purchaser specified in the original Sales Order. The warranty against defects only applies to products that are used for normal domestic purposes and excludes products used for commercial purposes.

How to claim a warranty against defects

To claim under these warranties against defect, the Purchaser:

- (a) Must cease using the product immediately after the defect appears; and
- (b) Must notify the installation company of the issue. Jaytech Garage Door Openers Australia are a manufacturer and do not sell directly to the public. Therefore, any claim against this warranty must be made to the installation company firstly. The installation company then has the right to claim back from Jaytech Garage Door Openers the repair or remedy which may include a site visit and repair, exchange or remedy from a representative of Jaytech Garage Door Openers. Proof of purchase will be required to be presented.

Jaytech Garage Door Openers

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