

Fan Warehouse Warranty and Returns

Limited Warranty

All Fan Warehouse products are guaranteed for one year from the date of purchase against defects in material and workmanship. If we determine that the product has a manufacturing fault, we will repair or replace it free of charge to you. The decision to repair or replace is solely at the discretion of Fan Warehouse and proof of purchase must be provided. The warranty is "return to base". This means the customer is responsible for any inwards freight charge to return the product to the Fan Warehouse for warranty or service.

Our warranty excludes claims resulting from misuse, abnormal use, general wear and tear, a poorly maintained product, negligence, second-hand product and a modified product. Our warranty also does not cover damage or corrosion due to atmospheric or environmental conditions such as water or salt water use.

Any replacement will not give the right for the warranty period to be extended.

This warranty does not apply to a product that has been purchased second-hand or from an unauthorised reseller.

Warranty procedure

- You must first call Fan Warehouse on 09 4444 137
- Return the Product (if warranty service is required) in its original packaging (or suitable alternative) to the Fan Warehouse; and
- Provide a copy of your purchase receipt, to show that this Warranty applies to your product at the date of your claim.

Possible remedies (as determined by the Fan Warehouse):

- Replacement part – we will determine if we can send you a replacement part to resolve the issue.
- Return to base repair – we may need to get the product back to our premises for inspection and repair. You are responsible for the delivery of your product to and its collection from Fan Warehouse.

Returns of Goods (unused product)

Goods supplied by Fan Warehouse may be accepted for return within 30 days of the date of supply subject to the following:

1. Goods must be returned, at your expense, unused, in their original packaging to Fan Warehouse.
2. You must provide proof of purchase.
3. Acceptance of the goods is conditional on an assessment to determine they are undamaged, and in good working order.

4. Upon acceptance of the return, you will be issued a refund for the full amount of the purchase price paid, excluding freight.
5. No cash refund will be given.
6. Goods Damaged in Transit

When receiving our products, please inspect thoroughly before signing to ensure they are received in good order. If the Goods arrive damaged, you should contact us as soon as possible on 09 4444 137 and if possible take a dated photo of the damage.

We will arrange to have the damaged goods returned to base. You must cease using the product until we arrange for a replacement or refund the price to you if a replacement is not available. You must return any damaged goods to us in the condition received by you with all of the original packaging, accessories and/or manuals.