

## **\*\*Optitec Pty Limited Service Policies**

### **Customer Service Policy**

Optitec Pty Limited is committed to providing exceptional customer service and quality products. We endeavour to make sure that all products listed on our website are currently in stock and pricing is true and correct. Standard delivery timeframes are between 2 and 5 business days; in the event that an ordered item is not available or we are unable to fulfill your order we will notify you within 2 business days to arrange a backorder or a full refund.

### **Definitive Advice Disclaimer**

Optitec Pty Ltd is frequently requested to provide specific advice information regarding the abilities of the Optitec machines and accessories, however any information provided is only general in nature and we cannot provide definitive advice due to the number of variables involved in each situation. We will never guarantee the performance of the Optitec machine in a particular situation without actually carrying out our own testing procedures for this specific situation.

### **Privacy Policy**

Optitec Pty Limited is dedicated to keeping your details private. Any information, we collect in relation to you, is kept strictly secured. We do not pass on/sell/swap any of your personal details with anyone. We use this information to identify your orders, provide you with updates on your order and to personalise your shopping experience with us; that's all.

### **Security Policy**

When purchasing from Optitec Pty Limited your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is approximated to take at least one trillion years to break, and is the industry standard. If you have any questions regarding our security policy, please contact us on [info@optitec.com.au](mailto:info@optitec.com.au).

### **Refund Policy**

Please choose carefully. We do not normally give refunds if you simply change your mind or make a wrong decision. You can choose between a refund, exchange or credit where goods are faulty, have been wrongly described, are different to the product purchased on the website or doesn't do what it is supposed to do.

### **Warranty Policy**

This 12 Month Limited Warranty offered by Optitec Pty Limited covers defects in material or workmanship in the new Optitec Remote Control Caravan and Trailer Jockey Wheel, with 2 Years cover for Motor & Gearbox. This warranty extends to the original purchaser only and is non-transferable.

#### **• What is Covered?**

Optitec Pty Limited warrants this product against defects in material or workmanship as follows:

Optitec Pty Limited will replace at no charge for parts only or, at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance.

Optitec Pty Limited will cover all of the above claims where the device is used for non-business applications.

#### **• What is Not Covered?**

Optitec Pty Limited will not cover any problem, damage or failure caused by:

A. Any abnormal use including water damage, excessive use such as business, commercial or industrial applications.

B. Conditions, malfunctions or damage not resulting from defects in material or workmanship.

B. Conditions, malfunctions or damage resulting from (1) normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration.

C. Accessories, connected materials and products, or related products not manufactured by Optitec Pty Limited.

The sales receipt with date of purchase will be required if requesting a warranty claim.

**Optitec Pty Limited**

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