

Geraldton Marine Electronics (WA) PTY LTD

General Warranty Policy

1. Purpose

This General Warranty Policy outlines the terms, conditions, inclusions, and exclusions relating to products supplied, installed, or serviced by Geraldton Marine Electronics (WA PTY LTD). This policy is intended to provide customers with a clear understanding of warranty obligations and processes, in addition to any rights provided under Australian Consumer Law (ACL).

2. Scope

This warranty applies to marine electronic equipment supplied and/or installed by Geraldton Marine Electronics, including but not limited to navigation systems, communication systems, sonar and radar equipment, audio systems, sensors, and associated accessories.

3. Warranty Coverage

Products supplied by Geraldton Marine Electronics are covered by the original manufacturer's warranty. The duration and scope of coverage vary by brand and product category. Geraldton Marine Electronics acts as a distributor, installer, or service agent and facilitates warranty claims in accordance with manufacturer requirements.

4. Warranty Inclusions

The warranty covers the following, subject to manufacturer terms:

- Defects in materials or workmanship under normal intended use.
- Replacement or repair of defective components as authorised by the manufacturer.
- Assessment of warranty-related issues by qualified technicians.
- Assistance with lodging and managing warranty claims on behalf of the customer.

5. Warranty Exclusions

- Damage caused by incorrect installation, unless completed by Geraldton Marine Electronics.
- Water ingress due to improper sealing, physical impact, corrosion, or environmental exposure beyond product ratings.
- Damage resulting from electrical faults, lightning strike, overvoltage, incorrect power supply, or poor vessel wiring.
- Misuse, neglect, unauthorised modification, or operation outside manufacturer specifications.
- Damage arising from incompatible accessories, antennas, cabling, software, or third-party interfacing.
- Software misconfiguration or user-caused settings issues not resulting from a defect.
- Normal wear and tear, including connectors, cables, covers, batteries, microphones, and consumables.
- Labour costs for removal, refit, travel, or commissioning unless explicitly covered by manufacturer terms.

6. Conditions of Warranty

- • Proof of purchase must be supplied for all warranty claims.
- • Equipment must have been used and maintained in accordance with manufacturer recommendations.
- • Claims must be approved by the manufacturer before repairs or replacements are undertaken.
- • Warranty repairs must be completed by authorised technicians or service centres.
- • Any unauthorised repair attempt may void both manufacturer and dealer warranty support.
- • Installation must comply with marine electrical and equipment standards applicable at the time of installation.

7. Warranty Claim Process

1) Contact Geraldton Marine Electronics with the product details, serial number, and a description of the fault.

1) Provide photographs, wiring diagrams, or installation notes if applicable.

1) Submit proof of purchase and vessel/service details.

1) Technicians may conduct on-site or workshop assessment to determine warranty eligibility.

1) Geraldton Marine Electronics will lodge and manage the claim with the equipment manufacturer.

1) Customer will be advised of assessment outcomes, repair timelines, or replacement options.

8. Australian Consumer Law (ACL) Statement

Our goods and services come with guarantees that cannot be excluded under Australian Consumer Law. Customers are entitled to a replacement or refund for major failures and compensation for any other reasonably foreseeable loss or damage. Customers are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

9. Limitations of Liability

Geraldton Marine Electronics is not liable for loss of income, vessel downtime, delays, consequential damages, or other indirect losses arising from equipment failure. Liability is limited to the extent permitted by law and in alignment with manufacturer warranty terms.

10. Contact Information

Geraldton Marine Electronics (WA) PTY LTD

Service Department

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