



SUNRISE POLICY

A guide to our Warranty Policy





Warranty Policy

Your consent to this Policy

By using our services, interacting with us, and purchasing our products, you agree to the Warranty Policy outlined below and above and consent to the collection and use of information by us in accordance with this Policy. Please note that we reserve our right to amend, remove or vary this policy from time to time without notice. You should check this page regularly to take notice of any changes we may have made to this policy.

Dealing with Sunrise

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.

If a product fails to meet your expectations, you have the right to ask us for a repair, replacement, or refund under the Australian Consumer Law. The remedy you're entitled to depends on whether the issue is deemed major or minor. Any expenses incurred relating to the return of this product to the store will normally have to be paid by the consumer unless otherwise advised.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting, or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted, or modified.

If a defect appears in the product before the end of the warranty period and we find that the product to be defective in materials or workmanship, Sunrise will, in its sole discretion, either:

- Replace or repair the product or the defective part of the product free of charge.
- Cause the product or the defective part of the product to be replaced or repaired by a qualified repairer free of charge

Sunrise will determine whether the issue with the product is a minor or major problem. If it's deemed minor, a free repair will be offered instead of a replacement or refund. If it's deemed a major problem, then you have the right to ask for a replacement or refund.

Until the nature of any fault is determined, the resolution offer may vary. Where necessary, the item may be required to be returned to determine the fault/issue. If the product is deemed faulty after inspection, a resolution will be provided. This may include a repair, replacement, sending of spare parts or refund.

*Note: Depending on the case, the process of the claim will vary.



Conditions

To be entitled to a warranty claim the following conditions must be met:

- The product must be deemed faulty or not fit for its purpose
- To enable our branches to process your repair, exchange, or return, you will need to provide a copy of your receipt or any proof of purchase. Note: If you do not have proof of purchase, please advise us of the purchase date and total transaction amount and we may be able to look up the purchase in our system
- The potential claim must be within the warranty period. Bear in mind this will vary depending on the product purchased.
- The timeframe and amount for any payable claims will be dependent upon the Suppliers insurance company.
- Inspections to determine assess claim and fault must be carried out by a Sunrise approved agent.
- The cost of transportation to or from Sunrise, the authorized repair agent or authorized inspection agent is to be paid by the customer

Exclusions

The warranty will not apply where:

- The product has been repaired, altered, or modified by someone other than Sunrise or an authorized repair agent
- The product was installed incorrectly
- Sunrise can't establish any fault in the product after testing and inspection
- The product has been used in a way that was not intended from its design
- The defect in the product has arisen due to the customer's failure to properly use and maintain the product in accordance with Sunrise' instructions and recommendations
- The product has been subject to abnormal conditions, including but not limited to - environment, temperature, water, fire, humidity, pressure, or stress
- The defect has arisen due to abuse, misuse, or neglect
- The defect has arisen due to a power surge or other fault in the supply of electricity
- Unauthorized parts or accessories have been used on or in conjunction to the product
- The defect is the result of general wear and tear

To submit a warranty claim, please visit the warranty page on our website and fill out the enquiry form. Please ensure to include all information and photos available.

Contact

For more information about our warranty practices or if you have any questions, please contact us via our enquiry form.

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