

Terms & Conditions

1. Statement of Guarantee

1.1 LiftRite agrees to replace, repair or re-adjust any part supplied and fitted which has failed or become defective as a result of our workmanship, without charge to the Owner, for a period of 3 months or 250 machine operating hours from the initial date of repair.

1.2 This guarantee is provided in addition to any legislative rights that you may have under Australian Consumer Law.

1.3 This guarantee is made to the original purchaser and is not transferable to another party.

2. Items Not Covered by Our Guarantee

2.1 Items not covered by this guarantee include, but are not limited to, consumable items, all wear parts, brake pads and discs or rotors, light globes, fuses and fusible links, batteries, refrigerants, oils, coolants, filters, broken glass, belts, cutting blades, corrosion and tyres.

2.2 Also excluded from this guarantee is damage or failure caused by:

- wear and tear
- failure of another part, which then impacts on the warranted work
- neglect, misuse, abuse or equipment usage outside of the manufacturer's recommendations by any party, including continued use once a failure is detected
- not adhering in full to the manufacturer's or to LiftRite's maintenance recommendations, including as specified in the Original Equipment Manufacturer (OEM) maintenance information, taking into account any additional maintenance under harsh conditions.
- repairs or maintenance improperly performed or replacements improperly installed by any person other than the Supplier
- accidental, environmental or natural disaster occurrences
- contaminated, poor quality, unapproved blends, bio-oils, incorrect specification fuels, oils, refrigerants or coolants, unless approved for use by the manufacturer for the model of the machine under warranty
- any attachments to the machine which are not approved for use by the OEM

- overloading or failure to adhere to Safe Working Limits as specified by the OEM
- operating the machine in an overheated state

Consequential, indirect or incidental damage, loss, expense or personal injury resulting from a failure not expressly provided here are also excluded.

3. Customer Responsibility

3.1 The customer must deliver the equipment to LiftRite's premises during normal business hours at the customer's expense.

3.2 The customer must provide a copy of the LiftRite invoice on which the original work was carried out.

3.3 Any expenses associated with claiming against this warranty are the customer's responsibility.

4. Remote Repairs

4.1 In the event of a failure, the customer must first make contact with LiftRite before any repair work is carried out.

4.2 LiftRite will not issue reimbursements or payments to third party repairers unless the work carried out has been authorised by LiftRite prior to commencement, and a purchase order for the work has been issued to the repairer. In the event that such work is conducted without first notifying LiftRite, costs incurred will become the full liability of the customer.

4.3 LiftRite will not reimburse work carried out by a customer and claimed at a later date under warranty. Where a customer wishes to conduct rectification work on their equipment, written approval must be received by LiftRite before the work is carried out.

4.4 LiftRite reserves the right to request full information, including photographs of any claim, prior to providing authority to conduct a repair at LiftRite's expense and this may take time to evaluate.

5. Parts

5.1 LiftRite's Service Guarantee refers to labour only.

5.2 All parts are warranted as per the warranty terms and conditions stipulated by the OEM.

5.3 Parts warranties are at the discretion of the OEM.