

QA 20- WARRANTY POLICY / PROCEDURE

WARRANTY POLICY / PROCEDURE

- The warranties provided in respect of LSM specialised products are outlined in our standard "QA 22 - Terms and Conditions of Sale".

This provides that LSM will repair or replace (at their option) any goods found to be defective in materials or workmanship, providing the defects are not from a cause beyond LSM's control (including neglect, lack of maintenance, improper installation or operation, unauthorised servicing repair or modification, etc), and misuse of use for purposes not recommended by LSM. Furthermore, LSM are not responsible for any consequential loss or damage arising from the sale of its products.

No warranty claim will be considered without full service conditions being advised on "QA30 Goods Return Authority" according to our QA Policies & Procedures.

Original LSM Invoice details (of failed Part) are also required before a warranty claim can be raised and authorisation given.

- If it is agreed that the best solution is to return the product to LSM for inspection and evaluation the customer must.

- Complete Form QA 30 and obtain authorisation from a LSM representative, prior to despatch.
- Despatch goods to the nominated office on LSM nominated freight carrier.

Note that any goods returned to LSM without prior approval or charged to LSM on other than our nominated freight carrier will not be accepted into our store and will be returned to sender.

- The goods returned must have a copy of QA 30 attached on the outside of the packaging.
- The goods for warranty claim will be inspected / tested in accordance to our QA-0017- Warranty Claim Sheet and a report submitted to the customer.
- In the event of a warranty claim not being accepted by LSM, freight charges and repair costs will be invoiced to the customer returning the goods.

Warranty covers failure due to faulty materials or workmanship- not failure due to external sources or by failure caused by ingress of contamination, over- pressurisation, faulty installation, unclean power, over voltage, etc.

- LSM have established a reputation as a supplier of quality goods, which are backed by complete after sales service. The procedure outlined above is designed to streamline this after sales service to ensure that any problems are addressed to the satisfaction of both the customer and LSM whilst at the same time containing costs.
- Warranty Periods: Warranty periods for LSM Technologies specialised products are as follow:

Product	Period (Years)
All parts and components	1
Vogel Off- Road	1 / 2 (extended)
Vogel- On- Road	2 / 5 (extended)
Vogel- Machine Tools	1
Vogel- Industrial	1
Vogel – Railway	1
MATO Products	1
ORLACO Camera Systems	3 Years (conditions apply)
Other Products	6/12 months as applicable

All warranties are based upon installation being completed by LSM Service Department or as otherwise approved.

Extended warranty is provided for:

a) Vogel ON Road Systems 5 years (3 years only if used for OFF Road use- more than 20% Off Road).

b) Vogel OFF Road Systems 2 years.

c) Where:

▼ Installation & Commissioning of the system is completed by LSM Australia.

▼ Recommended system configuration including field serviceable Grease Filter / Monitoring is utilised.

▼ Continuous use of LSM or approved High Performance Lubricants are utilised.