

AUSGUARD - TERMS & CONDITIONS

Warranty Work

Caddy is not responsible for wear and tear on vehicle cantrails, refer to Caddy Cantrail Strengthening Brochure and reverse terms and conditions of that brochure. Caddy is not responsible for wear and tear of vehicle walls. The warranty is void if the product has been subject to wilful damage or any form of abuse. Caddy must be notified of any warranty work prior to commencing. All warranty work must take place at Caddy branches. Whilst Caddy take utmost care of your vehicle and whilst Caddy do have some security precautions on the premises, no responsibility is taken by Caddy Storage for any damage to your vehicle. Any internal scratches will be touched up by caddy using vehicle touch up paint provided with the vehicle. Any further damages should be covered by your insurer, Caddy do not pay down time under any circumstances. Caddy reserve the right not to pay for any damage which may occur to your vehicle due to poor workmanship including incorrect advice, design or manufacturing faults. In any case Caddy may choose to repair a vehicle component rather than replace it. In the event that the manufacturer will not guarantee the repair, Caddy may choose to guarantee the repair themselves. Caddy reserve the right to determine whether or not the fault is caused by faulty workmanship or material or that any part is defective.

It is the customer's responsibility to drop off and pick up their vehicle for warranty work.

Quotations

All quotes are valid for 30 days. Accepted orders refer to written quotes. Please ensure that you understand the written quote specifications prior accepting the job. Please ensure that all items discussed verbally with the salesperson have been written on the quote.

Payment and Conditions

All products remain the property of Caddy Storage until goods are paid in full. Full Payment shall be on completion of work. We accept bankcards, the surcharge cost of this is 1.2% of the total value, we accept eftpos at no extra charge and fleet card at an extra surcharge of 3.0%. We do not accept American Express or Diners Card. Credit account clients are strictly 30 days from date of invoice and are to be paid by cash or cheque only. For any overdue accounts interest will be charged at 18% accrued daily. \$100 administration fee plus interest will be charged on returned Cheques. Any discrepancy in fitouts may be rectified in due course. However, payment must be paid in full before vehicle can leave the premises.

Deposits

Caddy made to order and made to order buy in items require a minimum 50% deposit. If an order is cancelled, after paying a deposit, cancellation fees will apply.

CANCELLATIONS – All cancellations must be made in writing to admin@caddystorage.com.au . Any product and material costs that are unlikely to be recouped by Caddy, due to a cancellation, will be charged. These costs are at Caddy Storage discretion.

Caddy Re-enforcement Plate

Caddy Storage manufacture a robust shelving system and brackets so the system can be securely fitted to your vehicle. However, due to a variety of reasons such as (vehicle wall thickness, the way the vehicle is driven, the roads the vehicle has driven on, the weight that is carried in the shelving and the length or type of the vehicle you are driving) the walls in the vehicle may not be strong enough to hold the shelving. Whilst the brackets & shelving may not fail the vehicle walls may receive excess stress. Ask our sales staff option, on whether to upgrade to Caddy Cantrail Strengthening Plates.

Important Customer Care

It is the customer's responsibility to check and, if necessary, tighten fittings every month. This is very, very important for external items such as front bars, rear bars, roof racks, etc.