



## Warranty Policy

At Western Global, we are committed to quality and reliability. We know that, as a customer, you need peace-of-mind when working with our products. Our tanks and equipment are durable and built to last. The below sets out the warranty we offer on our products.

### 1. What's covered

1.1 Subject to the terms of this Policy, Western Global warrants that the goods sold by Western Global (the "**Goods**") will correspond with their specification at the time of delivery and will be free from material defects in material and workmanship for the following periods (the "**Warranty**"):

- (a) in the case of Steel Tanks (being Western Global steel storage tanks manufactured for the storage and transportation (if applicable) of fuel and/or other industrial liquids), 8 years from the date of delivery; and
- (b) in the case of all other products, parts and accessories, 1 year from the date of delivery.

1.2 Any replacement and/or exchange parts provided by Western Global or repairs undertaken by Western Global to the Goods (or any part thereof) will be warranted for the remainder of the original warranty or for a period of ninety (90) days, whichever is greater.

### 2. What's not covered

2.1 The following will NOT be covered by the Warranty:

- (a) costs of normal maintenance;
- (b) defects arising from neglect, misuse or unauthorised modifications;
- (c) damage caused by abuse, misuse, dropping or other similar damage caused by or as a result of a failure to follow transportation, storage, loading or operation instructions;
- (d) damage caused by user negligence;
- (e) lack of proper maintenance of the Goods including, without limitation, lack of lubrication, protection and/or maintenance under the supervision of suitably qualified persons;
- (f) alterations, additions or repairs carried out by persons other than Western Global personnel;
- (g) transportation or shipment costs to and from Western Global, for repair or assessment against a warranty claim, on any Goods (or part thereof);
- (h) any consumable items (including (but not limited to) fluids, filters, fuses, bulbs and/or any other consumable item or normal wearing item);
- (i) materials and/or labour costs to renew, repair or replace components due to fair wear and tear; and
- (j) faults arising from the use of non-standard or additional parts, or any consequential damage or wear caused by the fitting or use of such parts.

### 3. Making a warranty claim

3.1 All claims must be made within thirty (30) days from the date on which the buyer becomes aware or should have become aware of any damage or defect with the Goods. If Western Global do not receive notice of a warranty claim within the above timeframe then Western Global will have no obligations under the warranty in respect of that issue.

3.2 If you need to make a warranty claim please download and complete the Warranty Application which can be found at <https://western-global.com/warranty/>. Once complete the Warranty Application (along with proof of purchase) should be sent to your Western Global sales representative or e-mail [info@western-global.com](mailto:info@western-global.com).

3.3 Following receipt of a valid and accepted Warranty Application, Western Global will use its reasonable endeavours to inspect and/or repair and/or replace and/or refund the relevant Goods (or part thereof) within a reasonable time period. Unless agreed by Western Global in writing, if you arrange for a third party to carry out any repairs or work on the Goods (or part thereof) then Western Global will have no liability under the Warranty.

3.4 If you have any queries in relation to the Warranty please contact your Western Global sales representative or e-mail [info@western-global.com](mailto:info@western-global.com).

### 4. Other terms

4.1 The benefit of this Warranty shall be exclusively for the buyer and shall not be in any way be relied upon by any third parties.

4.2 The Warranty is the only Warranty given by Western Global in relation to the Goods. All other warranties (express or implied) are excluded to the maximum extent permitted by law.

4.3 Western Global shall not (in any circumstances) be liable whether in contract, tort or other legal theory, for any loss of profit, loss of goodwill, loss of business, loss of business opportunity, loss of anticipated saving, loss or corruption of data or information and/or any special, indirect or consequential damage suffered by the buyer.

4.4 If a warranty claim is accepted, Western Global may choose to repair, replace or refund the Goods (or any part thereof) at its sole discretion.