



COMPONENT WARRANTY STATEMENT

9.7

OPERATIONS
MANUAL

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1. TITAN HOARDING SYSTEMS COMPANY DETAILS

The warranty offered in this statement is provided by:

TITAN Hoarding Systems Australia Pty Ltd
2/151 Robinson Road, Geebung QLD 4034
Phone: 1300 848 266
Email: info@titanhoardings.com

2. TITAN TEN (10) YEAR WARRANTY COVERAGE

TITAN Hoarding Systems ("Titan") warrants that new primary system components (i.e. the aluminium upright and the roto-moulded concrete filled counterweights) purchased directly from Titan, that are still in the possession of the original purchaser ("Customer"), shall be free of manufacturing defects of materials and workmanship for a period of ten (10) years from the date of purchase. Should a primary component fail/break as a result of a manufacturing defect during the warranty period, Titan will, at its absolute discretion, repair or replace the defective component. Titan will also cover the reasonable costs of ground transport/shipping of the replacement components to the original purchaser within Australia.

3. HOW TO MAKE A WARRANTY CLAIM

The Customer must contact Titan as soon as they become aware of the manufacturing defect in materials or workmanship and provide proof of purchase along with detailed information regarding the defective component/s. If the defective component/s cannot be returned to Titan's warehouse for evaluation, detailed digital photographs must be provided for investigation purposes and to validate the warranty claim.

4. LIMITATIONS

This warranty does not cover:

- customer-specified materials or finishes that are not part of Titan's standard product range at the time of manufacture;
- components that are not installed, handled and maintained as recommended in Titan's written Installation and Maintenance Guidelines;
- components that have not been used in accordance with any applicable usage guidelines;
- misuse or usage is in excess of normal wear and tear;
- rubber feet glued to upright base or TITAN stickers adhered to the upright spine;
- accidental or wilful damage e.g. as a result of collision, theft or vandalism;
- corrosion or discolouration due to environmental exposure;
- any components that have been modified by or at the direction of the Customer.

Finishes on Titan products are the raw material. Therefore, depending on manufacturing processes and/or environmental exposure and conditions of use, there may be some normal variation in the surface finish of the primary components. This is normal and does not affect the performance or durability of the product and is not covered by this warranty.

Titan's liability shall be limited to the actual purchase price of any defective component or components of equipment to which a claim is made. The Customer's operational costs, lost profits or goodwill, or any other direct, indirect, special, incidental or consequential damages are specifically excluded from this warranty.

5. AUSTRALIAN CONSUMER LAW

If the Customer is a Consumer (as the term "Consumer" is defined at section 3 of the *Australian Consumer Law*) the goods supplied by Titan come with guarantees that cannot be excluded under the Australian Consumer Law and the Customer is entitled to replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage and the Customer is 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.

Also refer to Terms and Conditions of Sale