Dolphy Australia: Warranty Statement

Dolphy Australia Pty Ltd assures all purchasers that each Dolphy product purchased through our distributors or merchants is free from material defects, workmanship issues, and is suitable for its intended use and application, subject to the following terms, conditions, and limitations:

Warranty Terms and Conditions:

1.Scope of the Warranty:

This warranty is limited to the replacement or repair, at Dolphy Australia's discretion, of any product or part that, upon inspection, is deemed defective within the terms of this warranty.

2. Exclusions from the Warranty:

This warranty does not cover installation or any associated charges. It also does not apply to products that become damaged or are ineffective due to the following:

2.1 Improper installation.
2.2 Inadequate or improper maintenance, or failure to maintain the product correctly.
2.3 Failure to periodical maintenance or improper cleaning procedures.
2.4 Accidents, abuse, misuse, improper handling, or insufficient protection during construction.
2.5 Physical abuse or any form of misuse.
2.6 Incorrect operation or failure to follow the product's operating instructions (as outlined in the Product Operation Manual or provided manufacturer's instructions).
2.7 Exposure to extreme environmental conditions or abnormally corrosive environments.
2.8 Use of unauthorized, defective, or incompatible parts, or the use of incorrect or unsuitable consumables.
2.9 Repairs, modifications, or any other work performed on the product by anyone other than authorized service personnel.
2.10 Incorrect voltage or unauthorized electrical connections.
2.11 Adverse conditions such as power surges, dips, thunderstorms, terrorism, vermin damage, or any other circumstance beyond Dolphy Australia's control.

3. Additional Limitations:

- If the Dolphy product has been altered or customized to meet specific requirements, it will be excluded from warranty claims.
- Consumable items are also not covered under this warranty.

4. Valid Warranty Period:

The warranty period for Dolphy Australia Pty Ltd products begins from the date of the invoice issued to the distributor or merchant and varies by product, remaining valid for the specified duration as outlined below:

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Dolphy Hand Dryers:

- Brush Motor: Warranty term of FIVE (5) years.
- Brushless Motor: Warranty term of SEVEN (7) years.

For both Brush and Brushless Hand Dryers, Dolphy Australia offers a 100% product replacement for the first 3 years. For the remaining warranty period, only spare parts will be covered for warranty claims.

Others

All Dolphy products, except for the Hand Dryer range, are warranted to be free from defects in material or workmanship for a period of one year from the date of purchase.

5. For any claims or inquiries related to this warranty, please contact Dolphy Australia.