

Manufacturer Warranty and Recall Policy

All Fabrication Specialists provides a one-year warranty on products manufactured by us, beginning from the date of shipment.

1. Defect Discovery and Notification

Upon discovering a defect, the purchasing company must immediately cease using the product and notify All Fabrication Specialists in writing. The notification must occur within 30 days of discovering the defect.

2. Warranty Request Process

After contact is made, the purchasing company is required to complete and submit a Warranty Request Form provided by All Fabrication Specialists within 10 business days.

3. Warranty Assessment

All Fabrication Specialists will assess the defect to determine whether the product has been misused, improperly installed, or exposed to an incorrect environment. This assessment is crucial to determine whether the defect is covered by the warranty.

4. Repair Process and Approval

Repairs will be performed by All Fabrication Specialists once the warranty assessment is completed and both parties (All Fabrication Specialists and the purchasing company) agree on the repair schedule. The warranty repair process will proceed only after the planned schedule is signed off by both parties.

5. Third-Party Repairs

Repairs by a third-party service provider may be approved by All Fabrication Specialists if a quote is provided and all required paperwork has been completed. All warranty claims remain return-to-base and do not include freight costs unless agreed upon beforehand. All Fabrication Specialists is not responsible for any third-party repair costs unless explicitly approved.

6. Product Recall Procedure

In the event of a Product Recall, All Fabrication Specialists will issue a Recall Notice to the Customer. The notice will include:

- The recalled product information
- The original invoice
- The reason for the recall

- Any hazard or safety issues
- The necessary actions the Customer needs to take

The notice will also provide contact information for further questions or clarification.

7. Limitations of Liability

The warranty provided by All Fabrication Specialists is limited to the repair or replacement of the defective product. All Fabrication Specialists will not be held liable for any indirect, incidental, or consequential damages resulting from the use of defective products, including but not limited to lost profits, lost data, or business interruption. The purchasing company assumes all risks associated with the product's use.

8. Return and Refund Policy

In the event that a product is deemed defective and covered by warranty, All Fabrication Specialists will repair or replace the product at its discretion. Refunds will only be issued under special circumstances, and any returns must be made within the warranty period, accompanied by the original proof of purchase.

9. Governing Law

This warranty and recall policy shall be governed by the laws of the jurisdiction in which All Fabrication Specialists is based, without regard to its conflict of law principles.

10. Record Keeping and Continuous Improvement

Warranty and recall information will be documented in our Continual Improvement Register, which is reviewed periodically to ensure ongoing quality control.

11. Dispute Resolution

Any disputes arising from warranty claims or product recalls will be addressed through amicable negotiations between the purchasing company and All Fabrication Specialists.

Shane McNeilly

Director



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Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are 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.