

REFUND AND WARRANTY POLICY

Warranty Claims

1. **Return to Base Policy:** All warranties are on a return-to-base basis. This means the customer is responsible for all freight costs associated with returning goods to and from Grand Slam Sports Equipment.
2. **Freight Reimbursement:** If the product is found to be covered by warranty, the freight cost will be refunded to the customer.
3. **Approval for Returns:** No products will be accepted for return without prior approval from Grand Slam Sports Equipment. Unauthorized returns will not be processed.
4. **Condition of Returned Products:** All products must be returned in "as-new" condition. Products showing signs of use or damage may not be eligible for warranty claims.
5. **Specific Supplier Warranty Periods:**
 - **Gas Struts:** Six (6) months manufacturer's warranty.
 - **W24 Drivers:** Six (6) months commercial manufacturer's warranty from the date of purchase.
 - **Electronic scoring equipment:**
 - i. Fixed Indoor Scoreboards, Clocks, Timers, and Displays: Five (5) years.
 - ii. Portable Indoor Scoreboards, Clocks, Timers, and Displays: Five (5) years.
 - iii. Fixed Outdoor Scoreboards, Clocks, Timers, and Displays: Five (5) years.
 - iv. Portable Outdoor Scoreboards, Clocks, Timers, and Displays: One (1) year.
 - v. Control Consoles: One (1) year.
 - vi. Exclusions: All warranties will be voided by misuse, damage, improper installations, and weather damage. Warranty claims are subject to a fair wear and tear assessment.
 - vii. Return to Base: Warranties are on a return-to-base basis, meaning freight is to be paid by the customer for goods traveling to and from Electronic Scoreboards Australia, Adelaide.
 - viii. On-Site Warranty Work: On-site warranty work will incur travel, time, and component charges.
 - ix. On-Site Service Calls: On-site service calls will incur travel, time, and component charges.
 - x. Service Work at Premises: Service work performed at our premises will incur time and component charges.
 - xi. Freight Charges: Freight will be charged if not provided by the customer.
6. **Basketball Structures:**
 - **Structural Elements:** Five (5) years warranty period, provided that annual maintenance is conducted by Grand Slam Sports Equipment technicians or approved agents.
 - **Non-Structural Elements** (including winches): Twelve (12) months warranty coverage.

Effective as of 30/06/2008

7. **Grand Slam Sports Equipment Manufacturer's Warranty:** Twelve (12) months from the date of purchase.
- **Coverage:** All Grand Slam Sports Equipment products come with a 12-month Manufacturer's Warranty from the date of purchase unless otherwise stated (see "Indoor Basketball Equipment – Extended Warranty Period").
 - **Defects:** Grand Slam Sports Equipment warrants that products manufactured or supplied by our company are free of defects in materials and workmanship. Products thought to be defective must be returned to the factory for final determination at the purchaser's cost. The company will (1) repair or (2) replace the product if defective.
 - **Exclusions:** The company does not warrant against normal wear, abuse, vandalism, over-tensioning, or lack of general maintenance.
 - **Maintenance:** Winding mechanisms on products must be lubricated frequently to prevent the seizure of the mechanism. It is recommended that all equipment supplied by Grand Slam Sports Equipment be serviced every 12 months from purchase or installation. Products purchased need to be inspected and maintained by the purchaser between servicing to prolong the life of the product. This includes lubrication of winding mechanisms, monitoring of any cable, or strapping, etc.

Refund and Credit Policy

1. **Freight Costs:** The customer is responsible for covering freight costs for returning items to our warehouse.
2. **Inspection of Returned Items:**
 - Upon receipt, items will be inspected for damage and assessed for any necessary repairs.
 - If items are beyond repair, no credit or refund will be issued.
 - If repairs are required, the cost of repairs will be deducted from the credit or refund amount.
 - If there is no damage or repairs needed, a 25% restocking fee will be applied to the return.
3. **Restocking Fee:** A 25% restocking fee is applied to all returned items, regardless of condition.
4. **Partial Credits or Refunds:** Partial credits or refunds may be provided based on the condition and resale potential of the returned items.

Contact Information

If you have any questions or concerns about our Website Terms and Conditions, please contact us at:
Grand Slam Sports Equipment
07 3205 3388
sales@grand-slam.com.au
19 Deakin Street, Brendale QLD 4500

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