

Limited Warranty

Pacificool Limited products are covered by a 1 year limited warranty on, and subject to, the conditions below.

Please read the following conditions carefully and retain this information and your purchase receipt in a safe place. Note the model name, the serial number, and the date of purchase.

LIMITED WARRANTY. Subject to the conditions below, Pacificool Ltd warrants to the end user (“Customer”) that this product will be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Pacificool or its authorised reseller. Pacificool’s sole obligation under this express warranty shall be, at Pacificool’s option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if Pacificool considers neither of the two foregoing options is reasonably available, Pacificool may, in its sole discretion, refund to the Customer the purchase price paid for the defective product. All products that are replaced will become the property of Pacificool. Replacement products or parts may be new or reconditioned. Pacificool warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. NOTE: Products not manufactured by Pacificool, which are resold by Pacificool are subject solely to the original manufacturer’s warranty terms and conditions and this warranty does not apply to any such products. Products returned to Pacificool must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Pacificool until the returned item is received by Pacificool. The repaired or replaced item will be shipped to Customer, at Pacificool’s expense, not later than thirty (30) days after Pacificool receives the defective product, and Pacificool will retain risk of loss or damage until the item is delivered to the Customer.

EXCLUSIONS. Pacificool will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist, or results from:

(1) (i) an accident, misuse, abuse or other circumstances beyond Pacificool’s control; ii. acts of third parties, acts of God, accident, fire, lightning, power surges or outages, or other hazards.

iii. installation being performed by an unqualified person or being faulty - including but not limited to: incorrect electrical or plumbing connections. iv. the use of parts or peripherals not authorised by Pacificool; v. normal wear and tear; vi. from use within an improper operating environment; vii. operating equipment outside recommended operational parameters, including using with unapproved chemicals. viii. modification of the product by ix. the product being operated other than in accordance with the user manual;

(2) the serial number or product code sticker being removed or defaced;

CLAIMS. Where the customer considers there to be a fault with the product, the customer must contact Pacificool and state the model name, serial number and purchase details.