

**CLAYCORE PTY LTD ABN 69 634 757 029**

**CLAYCORE WARRANTY TERMS**

**Warranty Periods**

<b>Product</b>	<b>Warranty Period from date of purchase</b>
Venco no3 pottery wheel	36 months
Venco direct drive pottery wheel	36 months
Venco no6 pottery wheel	18 months
Venco Mini slab roller	36 months
Venco free standing slab roller	36 months
Venco hand extruder 75mm	36 months
Venco high capacity extruder	36 months
Venco 63mm pugmill (minipug)	36 months
Venco 75mm pugmill standard	36 months
Venco 75mm pugmill deairing machine	36 months
Venco 75mm pugmill de-airing Vacuum pump	12 months
Spare parts for any of the above	12 months (spare part only, and only if installed in the relevant Venco machine)
Accessories for above machines (eg. seats and side tables)	18 months

1. Claycore Pty Ltd (**Claycore**) warrants that from the date of purchase, for the respective Warranty Period, each of the above Products is free from mechanical defects and faulty workmanship or material (**Claycore Warranty**).
2. By purchasing any of the above Products, the customer agrees to, and accepts, these Warranty Terms and the Claycore Warranty.
3. Claycore has the discretion to repair or replace any Product the subject of a proven Claycore Warranty claim.
4. The Claycore Warranty applies to both the original and subsequent purchasers of the relevant Product, but the relevant Warranty Period commences from the date of

purchase by the original purchaser. Proof of purchase date by the original purchaser must be provided prior to any Claycore Warranty work commencing.

5. The following cancels the Claycore Warranty without exception:
  - a) Use of parts other than genuine spare parts supplied by Claycore;
  - b) Repairs by anyone other than by a repairer authorised by Claycore;
  - c) In relation to a spare part, using or installing that spare part into a non-Venco machine;
  - d) Use of the Product in any way other than its intended purpose;
  - e) Failure to follow any instructions or guidelines (provided with the Product or available on the Claycore website) as to the correct use of the Product; and
  - f) Altering the Product in any way.
6. The replacement of a spare part in a Product does not increase the Warranty Period for the Product. The Warranty Period for the spare part applies only to the spare part.
7. A Product the subject of a Claycore Warranty claim must be returned to the nearest Venco agent (as nominated by Claycore) at the customer's cost.
8. The Claycore Warranty does not extend to any damage, defect or failure caused by general wear and tear. The customer accepts that clay is inherently corrosive.
9. Notwithstanding any contrary or conflicting statement made by any Venco representative or agent, or any other third party, other than warranties implied by law, these Warranty Terms exclusively constitute Claycore's entire warranty for the above Products.

### **Guarantee pursuant to the Australian Consumer Law**

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 for 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.