

Warranty Terms

This warranty is given by Rhino-Rack Australia Pty Limited ('Rhino-Rack') of 3 Pike Street, Rydalmere NSW 2116. Telephone: +61 2 9638 4744.

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.

The benefits given to you by Rhino-Rack under this warranty are in addition to your other rights and remedies under a law in relation to the goods to which the warranty relates.

Subject to the conditions of this warranty, Rhino-Rack warrants the following products manufactured by Rhino-Rack will be free from any manufacturing defect in materials or workmanship for the following periods from the date of purchase (each a "Warranty Period"):

- Lifetime for roof racks;
- 1 year for products made from textile and fabric, locks and electrical components;
- 3 years for steel (ferrous) products and components; and
- 5 years for all other products.

Requirements for warranty claims

You must register your warranty with Rhino-Rack within 21 days of the date of purchase by returning the completed warranty registration card (if supplied with the product) to Rhino-Rack at the above address or by completing the warranty registration form on our website at www.rhinorack.com.au. Rhino-Rack may waive this requirement on a case by case basis, in its discretion.

To make a warranty claim you must return the defective product or components to the place where the product was purchased together with the original proof of purchase or receipt. No warranty claim will be processed without proof of purchase.

A warranty claim must relate to a defect which appears within the Warranty Period and must be made within 15 days of the Warranty Period ends.

The cost of returning the defective product or components to the place of purchase will be borne by the person making the warranty claim.

Remedies

If a defect appears during the time periods referred to above, Rhino-Rack will, within a reasonable time of being notified of the warranty claim, repair or replace, at Rhino-Rack's option any defective product or defective component without charge for parts or labour.

Conditions and Exclusions

This warranty does not apply to:

1. any person other than the original retail customer or recipient of the product (in the case of acquisition as a gift or promotion) and it is not transferable.
2. any defect in materials or workmanship, if:
 - the purchaser examined the product before having agreed to purchase the product and that examination ought reasonably to have revealed the defect; or

- the defect was specifically drawn to the purchaser's attention before the purchaser agreed to purchase the product;
3. failures caused by inadequate maintenance or non-compliance to fitting instructions supplied by Rhino-Rack. It is your responsibility to maintain the product adequately. Rhino-Rack recommends that this product be removed from your vehicle for regular cleaning and when not in use for extended periods. Any components subject to normal wear, degradation or consumption through use or exposure to the elements must be inspected periodically and replaced with Rhino-Rack parts as required;
 4. any defects, loss or damage caused by a product being fitted to a non-compatible vehicle, for example, because of the vehicle's shape or build;
 5. any defects, loss or damage caused by conditions beyond Rhino-Rack's control including, but not limited to any cost, loss, misuse, neglect, accidents, attachment of accessories not originating from Rhino-Rack, act of God, overloading beyond recommended capacity or other improper treatment of the product, including incorrect assembly or fitment by the purchaser, retailer or any other third party;
 6. any defects or damage caused by modifications to the vehicle or the product or the user's failure to properly secure cargo as recommended by Rhino-Rack;
 7. any consequential or incidental damage, including but not limited to damage to your vehicle, cargo or to any other person or property.

For any specific questions about this warranty, please contact your nearest Rhino-Rack dealer or the dealer where the product was purchased. Information about dealers can be found on our website at www.rhinorack.com.au/store-locations.

Warranty

Warranty Terms

Warranty Registration

Promotions

Support

Contact

Careers

Positions Available



USA



Terms and Conditions

Environmental Policy

Privacy Policy

Site Map

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