

Hydro at Home Warranty Policy

Introduction

Business & Leisure Solutions Pty Ltd ABN 97600277852 trading as HYDRO AT HOME is strongly committed to offering a safe and assured shopping experience for all of our Customers both in-store and online. To this end, we strongly recommend reading our warranty policy before buying, as well as doing adequate research about the warrantable periods relating to the products that you are buying to make sure you are getting the right solution for your needs.

The following Warranty policy applies to all HYDRO AT HOME Customers and users, and conforms to Internet privacy standards.

Warranty Claims

Warranty claims in most instances will be handled by the manufacturer's agents in the customers home state.

Warranty is subject to change as some manufacturers decide the warranty process for their particular products.

Warranties only apply to goods supplied within Australia for personal use.

Lamps & Bulbs are warranted for 1 month from the date of purchase, not from when they are put into use.

Customers must read or check the warranty terms to ensure which products are entitled to what warranty.

Warranty Coverage

The warranty covers manufacturing faults or defects in the original product.

Damage or faults occurring from fair wear and tear, improper use, failure to follow instructions, failure to follow care and maintenance instructions, accidental damage, commercial use, alterations, severe weather events, animals, insects and acts of God are not covered by warranty.

What Happens Next?

When an item is returned it will be inspected by HYDRO AT HOME or the manufacturer to confirm its eligibility for a warranty claim. Once deemed as a warranty issue it will be classified by HYDRO AT HOME or the manufacturer as either a minor or major fault.

- In the case of a minor fault, the item will be repaired or replaced
- In the case of a major fault, the item will be either replaced or refunded

No Warrantable Fault Found

If the returned item is not found to be faulty upon inspection, the shipping fees to return the item to the customer will be at the customer's expense. Alternatively, the customer can make their own shipping arrangements to return the item at their expense.

Warrantable Fault Found

If a product is found to be faulty under warranty, after investigation and approval, Hydro at Home will cover the cost of any shipping required to or from the original delivery location in order to resolve the issue.

- Depending on the type and extent of the damage Hydro at Home may decide;
- To send the customer spare parts
- In the case of a minor fault, the item will be repaired or replaced



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- In the case of a major fault, the item will be either replaced or refunded

Warranty Returns Process

In the event that you should need to consider a return or exchange you should first contact us to seek direction as to the best way of resolve. This ensures that all warranty returns are dealt with as quickly as possible. Failure to adhere to these instructions may result in delays in processing your warranty or potentially additional costs.

Step 1: Contact Hydro at Home for Return Instructions

To start a return, you should contact us:

By email grow@hydroathome.com.au

By our Contact Us page

Customers may be required to arrange shipping or delivery of the item/s to be applicable for a warranty claim.

Step 2: Address and repackage the item/s securely to avoid any damage in shipping

Step 3: Item/s put into transport and tracking details sent to return address

Step 4: Item/s received into the return address warehouse and item/s condition checked

Step 5: Upon item/s confirmed warranty will be processed