

STM: Australian Product Warranty

What warranty does STM provide?

STM warrants to the purchaser that our goods are free from defect in materials and workmanship. If STM determines that the goods are defective, we will repair or replace them without charge to the purchaser. STM reserves the right to repair or replace defective products with the same or a similar product. Refurbished parts may be used to repair the goods. To make a warranty claim, please fill out our Return Authorization [online form](#).

How and when can I claim under the Product Warranty?

If you feel that the goods you purchased from STM are defective, cease further use of the product and submit our Return Authorization form online. We may ask that you return the goods to us for inspection at the purchaser expense along with a copy of the purchase receipt or other proof of purchase.

Any warranty claims in must be made in respect of defects that appear within the period of the life of the product (36 months from purchase of the goods or such other period as specified for particular products - "Warranty Period", otherwise you will not be entitled to claim under the warranty.

The warranty given by STM in relation to defects, including the Warranty Period, may vary between specific products. You should be aware of the details provided on product packaging or in User Guides, Care Statements or other materials in relation to the goods purchased from STM. STM advises you to check the details of the goods to make sure you have selected the right STM product for your needs.

To make a warranty claim, please complete and submit our Return Authorization [online form](#).



standard
technical
merchandise
abn 32 091 516 139

unit 21
34-36 ralph st
alexandria
nsw 2015

po box 7005
alexandria
new south wales
2015 australia

p 61 2 8338 0222
f 61 2 8338 0911
e info@stmbags.com.au
w www.stmbags.com.au

What are your rights?

1. This Product Warranty does not affect your statutory rights. STM offers the above Product Warranty in addition to any statutory rights and remedies you may have under the Competition and Consumer Act 2010 and other applicable Australian consumer protection laws and regulations. There is nothing in this Product Warranty which excludes, restricts or modifies any condition, right or liability implied into this Product Warranty under the Competition and Consumer Act 2010. You should read this Product Warranty in conjunction with your relevant statutory rights as a consumer.
2. 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.
3. Subject to paragraphs 1 and 2 above, and to the extent permitted by law, our Product Warranty excludes damage caused by accident, neglect, abuse, misuse, improper care or alteration, animal attack, cosmetic damage to the goods, extreme temperatures and other extreme environmental or external factors including fire and acts of God, or other causes that are not defects in materials and workmanship, or the natural breakdown of materials (that is, fair wear and tear) that may occur after extended use of the product.



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4. Subject to paragraphs 1 and 2 above, and to the extent permitted by law, STM will not be liable under this Product Warranty to you or any subsequent owner of any STM goods for any loss of profits, loss of income, loss of savings, loss of opportunity, loss of data or other information (including but not limited to any repair costs in respect of any equipment placed in STM goods or the costs of recovering, reprogramming or reproducing any data or program from such equipment) or for any consequential or indirect loss or damage whatsoever however arising.

For any other warranty issues you can contact us at:

STM (Standard Technical Merchandise Pty Ltd)

Unit 21, 34-36 Ralph St.

Alexandria, NSW 2015

Phone: + 61 2 8338 0222

Fax: + 61 2 8338 0911

Email: info@stmbags.com.au

Postal Address: PO BOX 7005, Alexandria NSW 2015

All STM designs and concepts are the intellectual property of Standard Technical Merchandise Pty Ltd.



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34-36 ralph st
alexandria
nsw 2015

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2015 australia

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