

### 1. Warranty Coverage

OMFB Pacific Pty Ltd warrants that its products are free from defects in materials and workmanship for a period of twelve (12) months from the date of dispatch, provided that the products are correctly installed, operated, and maintained in accordance with OMFB specifications, technical documentation, and recommended operating conditions.

OMFB Pacific's obligation under this warranty is limited, at its sole discretion, to the repair, replacement, or credit of the defective product following inspection and confirmation of the defect by OMFB Pacific.

Replacement products may be new or equivalent reconditioned products meeting OMFB specifications.

### 2. Warranty Exclusions

This warranty does not apply to failures or damages resulting from:

- Incorrect installation or improper application
- Operation outside the specified product limits or operating parameters
- Contamination of the hydraulic system
- Lack of maintenance or improper servicing
- Normal wear and tear
- Misuse, negligence, or accidental damage
- Alteration, modification, or repair by parties other than OMFB Pacific without prior written authorisation

OMFB Pacific will not accept warranty claims for products that have been dismantled, modified, or repaired without written approval.

### 3. Limitation of Liability

To the maximum extent permitted by law, OMFB Pacific Pty Ltd shall not be liable for any indirect, incidental, consequential, special, or punitive damages, including but not limited to:

- Loss of profits
- Loss of business or production
- Machine downtime
- Labour costs
- Delay-related losses
- Damage to associated equipment or property

OMFB Pacific's liability under this warranty is strictly limited to the repair, replacement, or credit of the defective product.

### 4. Freight and Associated Costs

Unless otherwise agreed in writing:

- The customer is responsible for freight costs associated with returning goods to OMFB Pacific for inspection.
- OMFB Pacific will cover freight costs for returning repaired or replacement goods only where the warranty claim is approved.
- Any additional labour or parts required that fall outside the scope of warranty coverage will be charged to the customer.

## 5. Product Modifications

OMFB Pacific Pty Ltd reserves the right to discontinue products or implement design changes or improvements at any time without incurring any obligation to modify or update products previously sold, provided such changes do not affect installation interchangeability.

## 6. Hydraulic Contamination Clause

Failure caused by hydraulic fluid contamination, inadequate filtration, or use of fluids not conforming to OMFB specifications is not covered under warranty.

Customers are responsible for maintaining clean hydraulic systems and using only recommended fluids and filtration.

## 7. System Responsibility Clause

OMFB Pacific products are intended for integration into larger hydraulic systems.

OMFB Pacific does not assume responsibility for the performance of the overall system, system design errors, or compatibility issues caused by other components not supplied by OMFB Pacific.

## 8. Application Approval Clause

Warranty coverage may be voided if OMFB Pacific products are used in applications not approved in writing by OMFB Pacific.

Customers must obtain written approval for any non-standard or high-risk application prior to installation.

## 9. Warranty Claim Procedure

### *Step 1 – Notification*

All warranty claims must be submitted using our online Warranty Claim Form:

<https://omfbpacific.com/warranty-claim-form/>

The notification must include:

- Product description and part number
- Original invoice or purchase reference
- Description of the failure
- Supporting documentation (photos or videos where applicable)

### *Step 2 – Technical Review*

OMFB Pacific's technical department will review the claim and may:

- Provide troubleshooting guidance to resolve the issue remotely
- Request additional information or documentation
- Determine whether the product requires return for inspection

### *Step 3 – Return Authorisation*

If return of the product is required, OMFB Pacific will issue a case number and request completion of the OMFB Pacific Warranty Claim Form.

Products returned without:

- prior authorisation,
- a valid case number, or
- a completed warranty form

may be rejected and returned to the customer at the customer's expense.

Freight for returned goods must be prepaid by the customer.

### *Step 4 – Inspection and Assessment*

Upon receipt of the returned product, OMFB Pacific will inspect and assess the claim.

Only complete products will be accepted for inspection unless otherwise authorised.

Following inspection, OMFB Pacific will provide a Warranty Claim Assessment Report outlining whether the claim is approved or rejected.

### **10. Claim Outcomes**

#### Approved Claims

Where a claim is approved, OMFB Pacific may, at its discretion:

- Repair the product to OMFB specifications
- Replace the product with a new or equivalent item
- Issue a credit for the value of the product based on the original purchase invoice

#### Rejected Claims

Where a claim is rejected, the customer may choose to:

1. Request a quotation for repair (where feasible)
2. Request return of the product at the customer's freight expense
3. Request disposal of the product by OMFB Pacific in accordance with local regulations

If no instructions are received within 10 business days following notification, OMFB Pacific reserves the right to dispose of the product.

### **11. Australian Consumer Law**

Nothing in this warranty excludes, restricts, or modifies any rights or remedies the customer may have under the Australian Consumer Law or other applicable legislation that cannot be excluded or limited.