



WARRANTY INFORMATION

Designed, manufactured and tested in Australia, the Braxt Tub Rack Systems have been developed specifically with quality and durability at the forefront. Braxt warrants all products to be free from manufacturing and design defects for a period of 2 years..

On the rare occasion that one of our products fails, our policy is as follows:

- You may be entitled to a repair, replacement, or refund for a major fault.
- If the fault is minor and can be repaired within a reasonable time, it is at Braxt's discretion to either repair, replace or refund.
- If the fault is major and cannot be repaired within a reasonable time, the buyer has the option to choose a refund, repair, or replacement.

CONDITIONS OF WARRANTY

Our warranty applies to manufacturing or design defects only and apply only to the original purchaser of the product. You must retain proof of purchase and submit a copy with any refund or repair requests.

The warranty does not apply when:

- The item has been subject to misuse, alterations, neglect, negligence, damage or accident.
- The item has not been installed in accordance with the instructions.
- The item has not been installed in line with the vehicle or equipment manufacturer's recommendations.
- Evidence is found of unauthorised repair, disassembly, or modification.
- In the event your product is replaced, it will only be replaced with an identical product. We strictly do not offer an option to upgrade to an alternate product.
- Warranty applies to product only, any cost associated with original fitment, removal/replacement or diagnostics is not covered.
- The warranty period commences strictly from the date of original purchase. Warranty replacements carry the remaining time of the original warranty.
- Proper maintenance of the rack is the responsibility of the customer, as any corrosion can create a high resistance point and needs to be checked regularly.

Our warranty does not cover cosmetic wear and tear on the product, including the coatings. Damage to our products caused by accidents, fire, vandalism, negligence, mis-installation, misuse, modifications, or by defective parts not manufactured by us, is not covered under this warranty. High speed off road driving even with a light load can cause damage to the rack, accessories and vehicle body. Damage caused by high speed off road driving and abuse is not covered under warranty.

Damage to a purchaser's vehicle, cargo, and/or to any other person or property is excluded. In no event will Braxt be liable for any lost profits, lost sales, or for any consequential, direct, indirect, incidental, special, exemplary, or punitive damages or for any other damages of any kind or nature.

MAKING A WARRANTY CLAIM

To begin making a warranty claim you will need

- To lodge a warranty claim [HERE](#), and
- Provide proof of purchase when lodging you warranty claim, and
- Await a response from Braxt before returning any items.

Items sent back to Braxt without first submitting a warranty claim form and awaiting a response will not be accepted. Braxt must receive a faulty product back before processing a warranty replacement item to be dispatched.

Please contact us at support@braxt.com.au for any warranty related issues.