

## Buffalo Equip – Warranty Terms & Conditions

### 1. Lifetime Warranty Coverage

Buffalo Equip is proud to back our trays and canopies with a **Lifetime Structural Warranty**. This warranty guarantees that the structural integrity of your Buffalo build will remain free from defects in material or workmanship for the life of the product, under normal intended use. The **Lifetime Structural Warranty** is valid for the **Original Purchaser and Original Installation Only**.

Our commitment reflects our **7 Point Guarantees** which can be found on our website, our reputation as an **Australian owned and operated business**, and our dedication to building products that are truly **built to last**.

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### 2. What Is Covered

- Structural components of Buffalo trays and canopies, including welds, mounts and framework.
  - Australian-made craftsmanship and material defects.
  - Products used for their intended purpose in line with the conditions set out in this document.
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### 3. What Is Not Covered

This warranty does not cover:

- Normal wear and tear (paint, powder coating, seals, latches, locks, hinges, gas struts).
- Cosmetic damage such as scratches, dents, fading, rust from external causes, or damage caused by environmental exposure.
- Modifications, alterations, or repairs not carried out by Buffalo Equip or an authorised partner.
- Damage caused by misuse, negligence, accidents, overloading, improper installation, natural disaster or severe weather event, exposure to corrosive substances, chemicals and salt water or failure to follow care and maintenance guidelines.
- Accessories, electrical components, or third-party add-ons fitted to the tray/canopy.
- Timber decks against warping, swelling, and splitting, furthermore it is the customer's responsibility to ensure the timber floors are regularly coated.

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#### 4. Third Party Items

Third party items used by Buffalo Equip such as Canvas Canopies, Electrical Packages, Tail Lights, Gas Struts, Hinges, Paint and Powder Coating are covered by each supplier's individual warranty.

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#### 5. Warranty Claim Process

To make a claim under this warranty:

1. Contact Buffalo Equip directly at [info@buffaloequip.com.au](mailto:info@buffaloequip.com.au).
2. Provide proof of purchase and product details (serial/build number if applicable).
3. Supply photographs and a description of the issue.
4. If required, return the product or present it for inspection at an authorised Buffalo Equip location.

Buffalo Equip will, at its discretion:

- Repair the defective product;
- Replace the product with an equivalent model; or
- Provide another suitable resolution.

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#### 6. Limitations & Exclusions

- This warranty is valid only to the **original purchaser** and **original installation** and is **non-transferable**.
- Warranty applies only within **Australia** and is subject to Australian Consumer Law.
- Buffalo Equip is not liable for loss of time, income, inconvenience, loss of use of the product, or any incidental or consequential damages.

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## 7. Consumer Rights

Our goods come with guarantees that cannot be excluded under the **Australian Consumer Law (ACL)**. You are entitled to a replacement or refund for a major failure, and to have the goods repaired or replaced if they fail to be of acceptable quality.

This Lifetime Warranty is provided **in addition to** your rights under the ACL.

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## 8. Maintenance Responsibilities

To ensure warranty validity, the customer must:

- Regularly clean and inspect the tray or canopy.
  - Avoid overloading beyond the product's rated capacity.
  - Follow Buffalo Equip's care and maintenance instructions.
  - Only use the product for its intended purpose.
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## 9. Contact Details

For all warranty claims and enquiries:

### **Buffalo Equip Warranty Team**

6 Harvest Rd, Yandina QLD 4561

Phone: [\(07\) 5446 8122](tel:0754468122)

Email: [info@buffaloequip.com.au](mailto:info@buffaloequip.com.au)

Website: [buffaloequip.com.au](http://buffaloequip.com.au)