



# STERN'S CARE LINER WARRANTY

330 Hoxton Park Road, Lurnea, NSW 2170, Australia Ph: +61 2 9608 1111  
E: [info@sternsgroup.com.au](mailto:info@sternsgroup.com.au)

Stern's Care (here-in known as Stern's) agrees at its option, **to replace or repair, but without installation**, any liner that separates at its seams within 10 years from the date of purchase. Sterns warrants to the installer of this product that the vinyl liner is free of defects in workmanship on a pro rata basis for a total of 10 years subject to the following:

- 1- The owner must notify Stern's in writing within 10 days of the date when the failure was first noticed.
- 2- All transportation costs in connection with return, replacement or repair of a liner shall be the obligation of the owner.
- 3- Proof of the date of purchase is required when lodging a claim
- 4- All liners being returned are to be in a clean and dry condition due to health regulations
- 5- If a liner is to be returned within the warranty period, postage, freight and packing is to be pre-paid by the purchaser.
- 6- This warranty is offered to the original purchaser only
- 7- This warranty excludes all other implied or statutory warranties upon which this liner is sold. It is further understood and agreed that Stern's liability shall be limited to this agreement to repair or replace the liner.

If the vinyl liner has been determined to need replacement and not repair it shall be replaced with a new liner should the defect arise within the first 12 months from purchase date.

Should the defect arise after 12 months from purchase date but within 10 years from purchase, then Stern's will replace the liner provided the purchaser pays to Stern's 10% of the retail cost of the replacement liner should the defect occur within the second year from the date of purchase and thereafter an additional 10% of the retail cost of the replacement liner for each subsequent year or part thereof.

This warranty is limited as follows:

- a) Stern's accepts no responsibility for any failure of a liner in relation to the installation of the vinyl liner
- b) Stern's accepts no responsibility for defects caused by chemicals, mechanical, cutting, fire, abuse, normal wear and tear (including fading), and any act of God.
- c) Stern's accepts no responsibility for any damage caused by improper pool maintenance
- d) Stern's shall not be responsible for any cost of water or chemical replacement or for any labour charges incurred in installation of a replacement liner.

Version: July 2018

## 10 YEAR PRO RATA WARRANTY REGISTRATION CARD

Please return this section to:

STERN'S GROUP - 330 HOXTON PARK RD LURNEA NSW 2170 or PO BOX 1438 GREEN VALLEY 2168

Purchased From: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Purchaser Name: \_\_\_\_\_

Email address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Purchasers Address: \_\_\_\_\_

Liner Size: \_\_\_\_\_ Liner Colour: \_\_\_\_\_ Liner Thickness: 0.5mm / 0.75mm

**Attention:** 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.