



# BEEHIVE VINYL TOOLBAG WARRANTY

All Beehive Vinyl Toolbags are covered by a 2 (two) year conditional warranty from date of purchase, which covers defects in the workmanship and materials when the bag is used under normal use.

Acceptable quality is classed as being safe, durable and free from defects, is suitable in appearance and finish for the purpose it is used for and can do everything that it is generally used for or advertised to do. Where a failure does not amount to a major failure, Beehive is entitled to choose between providing you with a repair, replacement or other suitable remedy once we have received the product and assessed the age, its condition & the quality/defect issue.

Normal wear and tear, misuse, improper handling and storing, chemical exposure, overloading the bag, modifications, alterations, negligence, damage and use for a purpose other than for which the tool bag was designed for, are not covered by the Warranty. Failure to maintain the bag as per the care & maintenance instructions can void the warranty provided. Care & maintenance instructions are available for download from our website [www.beehivevinyl.com.au](http://www.beehivevinyl.com.au). 2 year warranties may not apply to bags manufactured to the customers own specifications using their specified materials, manufacturing methods & or design. 2 year warranty applies to Beehive Vinyl's stock toolbags.

If you feel you have a warranty claim, you must contact Beehive sales team first for assistance, either via telephone (07) 4779 9600 or 1800 635 153 or via email [toolbags@beehivevinyl.com.au](mailto:toolbags@beehivevinyl.com.au). They will guide you in how to make a warranty claim & ensure that the original sale date was within the 2 year warranty period. Emailing photos of a defect can assist in speeding up the assessment of your claim.

Please retain your invoice/receipt as proof of purchase and if the item has been used, ensure it is cleaned before being returned.

Warranty is provided by:

Beehive Vinyl Products PTY LTD (ABN 42 009 952 872)  
39 Keane Street, Currajong  
Townsville, Queensland 4812  
Phone: 07 4779 9600 or 1800 635 153  
Fax : 07 4725 1883  
Email: [toolbags@beehivevinyl.com.au](mailto:toolbags@beehivevinyl.com.au)

Items being claimed under warranty are to be returned to the above address.

Any costs incurred by you in returning the item will be borne by you until the item can be properly assessed by us to ascertain if a warranty claim is valid (unless other prior arrangements have been made by us to cover return of item). If it is found that the claim is valid due to a defect in workmanship or materials, we will reimburse you the freight cost for the return of the item after you provide us with a copy of the freight receipt.

We highly recommend that you arrange for item to be sent via traceable freight method that requires a signature as proof of delivery with freight insurance coverage. We cannot be responsible for the loss of or damage of returned items unless we have previously agreed to arrange for the return of the item under our own freight carrier.

Once the item is received by us we will assess the warranty claim & advise whether the claim is valid & if repair, replacement or other remedy will be used to rectify the defect. If a claim is not a valid warranty claim due to misuse, improper handling or other as mentioned above, payment for freight to return the bag to you will be at your own cost.

Sometimes there are exceptional circumstances outside the scope of our warranty; they will be viewed on a case-by-case basis.

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 where the item has been used under normal use and 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 where item has been used under normal use.

Every effort will be made to endeavour that our repairs and alterations will be made to the best of our tradesman's ability but we cannot guarantee work due to factors and conditions that fall out of our control ie: age, condition, treatment, chemical and weather exposure.

## OUR TOOL BAG RETURNS POLICY

We understand that sometimes you may need to return a product you have purchased from Beehive Vinyl Products. To assist you, we have set out below the Beehive Vinyl Products Tool Bag returns policy.



- Returns must be made within 30 day of us dispatching goods to you.
- To organise a return of items brought in store or through online purchases, you must contact the Beehive sales team first for assistance, either via telephone (07) 4779 9600 or 1800 635 153 or via email [toolbags@beehivevinyl.com.au](mailto:toolbags@beehivevinyl.com.au).

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- Returned items are to be returned in 'as new' & clean condition, they are to be in a re-saleable condition when we receive them back & items must not have been used, worn or damaged.
- Goods must be carefully packed and your original/invoice/receipt must accompany the bag as proof of purchase.
- Freight for return of the item is at your own cost & own risk. We highly recommend you send item via traceable freight method that requires a signature as proof of delivery, with freight insurance coverage. We cannot be responsible for any loss or damage of returned items.
- Once the product is received by Beehive Vinyl Products, we will assess the condition and age of the product prior to offering an exchange or refund.
- It is the discretion of Beehive Vinyl Products to refund goods less any original freight charges and a re-stocking fee. This restocking fee can vary depending upon size of original order & logistics of sending (eg: if sent overseas) however restocking fee is generally 10% of original value.
- In some instances, we will consider an exchange for another product due to error in customer's original selection. Value of replacement item must equal or exceed original value & any difference in cost will be payable. Cost for freight for exchanged product & freight of new item will be at your cost.
- Beehive Vinyl Products do not offer returns or exchanges on products that are custom made to your specifications. All custom products once paid for in full are non-returnable, as they are custom designed and tailored to your individual needs and are therefore not re-sellable as a stock item.
- Contact details & return address for returns is as per below:

Beehive Vinyl Products PTY LTD  
 (ABN 42 009 952 872)  
 39 Keane Street Currajong  
 Townsville, Queensland 4812  
 Phone: 07 4779 9600 or 1800 635 153  
 Fax : 07 4725 1883  
 Email: [toolbags@beehivevinyl.com.au](mailto:toolbags@beehivevinyl.com.au)