

<b>OFA</b> <b>BMS STRATEGY</b> The Management System 601 – Operations Support	<b>OPERATIONS SUPPORT</b> S601-2100 Warranty Policy	Page: 1 of 1 Issue: 1.0 Policy No: S601-2100 Date: Apr 2020
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**Our Commitment:** OFA provides warranty as per the terms and conditions contained in our detailed Warranty Conditions document. This Warranty Policy should be read in conjunction with OFA Warranty Terms and Conditions which are available on our website at <http://www.oreflow.com.au>.  
The warranty is provided in addition to any conditions or warranty applied in terms of the Competition and Consumer Act (CCA) 2010 and any other State or Federal Government legislation, as applicable.

- Our Strategy:**
- Provide clear guidelines to our customers in processing and assessing warranty claims covering:
    - General Terms and Conditions.
    - Warranty coverage and application.
    - Warranty period.
    - Warranty claims.
    - Warranty exclusions
    - How our customers can contact us for service.
    - What we will do to correct issues and errors identified under the warranty.
    - Any federal or state law provisions that may impact on your warranty.
    - Any special conditions.
  - Implement a preferred approach to resolving warranty claims which is quick and simple for all parties, subject to any exclusions contained in the detailed Warranty Conditions document available from the OFA website.

  
**Chris Comley**  
Director  
Apr 2020