

A-Gas WARRANTY PROCEDURE

A-Gas products are screened, tested and weight validated using trade approved scales. Hence, A-Gas will not provide product warranty or credit unless the shrink wrap remains intact or weight criteria are met.

If a cylinder has been dispatched from A-Gas premises within the past 12 months and one of the following criteria is met an A-Gas product may be eligible for warranty.

- Cylinder shrink wrap is intact and cylinder weight is found to be less than the labeled weight; or
- Cylinder shrink wrap is intact and the cylinder labeling is suspected to be incorrect; or
- Cylinder shrink wrap has been removed and the valve is blocked and the weight of cylinder contents remains as per the “pack” quantity on the swing tag label.

Prior to returning a cylinder under warranty, it is essential that you contact A-Gas Customer Service who will ask a number of questions to validate your eligibility prior to issuing a Warranty Authorisation Number.

Cylinders returned under warranty will be considered ineligible unless clearly labelled with the Warranty Authorisation Number and returned within 30 days of the Warranty Authorisation Number issue date along with proof of sale.

Please note, where a cylinder is returned under warranty and the claim is rejected the remaining refrigerant will not be credited and a minimum transport and handling fee of \$175 will be charged to the party requesting warrantyⁱ. If a cylinder is returned under warranty and the claim is approved, the contents of the purchase will be credited.

All credits will be calculated using the applicable price which matches the original purchase order.

ⁱ Transport and handling fees are subject to change from time to time reflecting costs incurred by A-Gas.