STS QUICK FIT STARLINK MINI MOUNT

PRODUCT WARRANTY

Smart Touring Systems stands behind the strength and quality of the STS Quick Fit Starlink Mount. Subject to the conditions below, the structural mount is covered by a Lifetime Structural Warranty, with separate 24-month warranties applying to the lock and booster.

This voluntary warranty applies to the original retail purchaser and begins on the original purchase date. The Lifetime Structural Warranty continues for as long as the original purchaser owns the product and is not transferable if the product or vehicle is sold.

1. LIFETIME STRUCTURAL MOUNT WARRANTY

Smart Touring Systems warrants the structural components of the Quick Fit Starlink Mount against defects in materials and workmanship for the period during which the original purchaser owns the product.

Covered structural components include the STS-manufactured mounting plate, brackets and associated fabricated metal components supplied as part of the mount.

This warranty covers structural failure occurring during normal touring, towing and off-road use, provided that the mount has been correctly installed, adjusted, used and maintained in accordance with the supplied instructions.

The Lifetime Structural Warranty does not cover:

- Damage caused by collision, accident, impact, falling objects, dragging or crushing
- Damage caused by branches, low-clearance structures, car washes or other external obstacles
- Damage caused by excessive vibration resulting from incorrect installation or loose fasteners
- Incorrect installation, adjustment, modification or misuse
- Installation on an incompatible vehicle, canopy, roof rack or mounting surface
- Damage caused by components not supplied or approved by Smart Touring Systems
- Normal cosmetic deterioration, fading, scratches, stone chips or surface wear
- Theft, attempted theft, vandalism or loss of the mounted equipment

2. 24-MONTH LOCK WARRANTY

The lock supplied with the Quick Fit Starlink Mount is covered for 24 months from the original purchase date against defects in materials and workmanship, including abnormal or premature mechanical failure during normal, correctly installed use.

To maintain coverage under this voluntary warranty, the owner must:

- Regularly clean the lock and remove dust, sand, salt, mud and other contaminants
- Regularly inspect the lock for damage, corrosion and correct operation
- Avoid forcing the key or operating a contaminated, frozen, seized or damaged lock
- Keep the supplied keys secure and protected from damage

The lock warranty does not cover:

- Lost, stolen, bent, broken or incorrectly copied keys
- Damage caused by forcing the lock or using the wrong key or tool
- Damage resulting from attempted theft, vandalism, impact or tampering
- Corrosion, binding or seizure resulting from inadequate cleaning
- Normal cosmetic wear, or discolouration that does not affect operation
- Incorrect installation, adjustment, modification, misuse or neglect

The lock is intended to act as a theft deterrent. It cannot guarantee that the Starlink Mini or other mounted equipment will not be stolen or damaged.

3. 24-MONTH 12V - 30V BOOSTER WARRANTY

The booster supplied by Smart Touring Systems is covered for 24 months from the original purchase date against defects in materials and workmanship under normal, correctly installed use.

The Booster Warranty does not cover:

- Incorrect installation, wiring, connection or power supply
- Operation outside the specified voltage or electrical requirements
- Reverse polarity, voltage spikes, electrical surges or short circuits
- Damage to cables, plugs or connectors caused by pulling, crushing, cutting, bending or misuse
- Damage resulting from accident, impact, modification, unauthorised repair or neglect
- Use with incompatible equipment, cables, power supplies or accessories
- Cosmetic damage that does not affect operation
- Network outages, congestion, service interruptions or changes made by Starlink or another third-party provider
- Reduced performance caused by obstructions, location, weather, network availability or factors outside the control of Smart Touring Systems

The booster must be installed, connected and operated in accordance with the supplied instructions. It should be disconnected and inspected if it becomes damaged, excessively hot, wet or otherwise unsafe.

Smart Touring Systems does not warrant the operation, performance or availability of the Starlink network, Starlink Mini hardware or any third-party service or equipment not supplied by Smart Touring Systems.

4. OWNER RESPONSIBILITIES

To maintain coverage under this voluntary warranty, the owner must:

- Install and use the product in accordance with the supplied instructions
- Regularly inspect the mount, fasteners, lock, cables and electrical connections
- Check and retighten mounting hardware after initial use and periodically thereafter
- Keep the lock clean
- Ensure all cables are securely routed and protected from heat, sharp edges and moving components
- Stop using the product if any component becomes loose, damaged or unsafe
- Retain proof of purchase and reasonable evidence of required maintenance

5. WARRANTY REMEDY

If Smart Touring Systems accepts a valid claim under this voluntary warranty, it will, at its discretion:

- Repair the defective component;
- Replace the defective component with the same or an equivalent component; or
- Provide another remedy required under the Australian Consumer Law.

Replacement components supplied under this voluntary warranty receive the remaining coverage applicable to the original product. This does not limit any separate rights applying to the replacement component under the Australian Consumer Law.

6. MAKING A WARRANTY CLAIM

Before returning any component, contact Smart Touring Systems and provide:

- The purchaser’s full name and contact details
- Proof of purchase and purchase date
- Details of the vehicle and mounting location
- A description of the fault and how it occurred
- Clear photographs or video showing the product, installation and affected component
- Details of the power supply and connected equipment where the claim relates to the booster
- Smart Touring Systems may request further information or require the product to be returned for assessment.

Warrantor: SMART TOURING SYSTEMS
Address: PO BOX 79 KENDALL NSW 2439
Email: smarttouringsystems@gmail.com
Website: www.smarttouringsystems.com.au

Please contact Smart Touring Systems before incurring freight or other claim-related expenses. Where a claim is accepted under this voluntary warranty, Smart Touring Systems will cover reasonable, pre-approved claim and return-freight expenses.

If inspection establishes that the issue is not covered, the customer may be responsible for return freight and any assessment costs disclosed and agreed to in advance. Nothing in this section limits the customer’s rights concerning expenses under the Australian Consumer Law.

7. AUSTRALIAN CONSUMER LAW

The benefits provided by this warranty are in addition to other rights and remedies available under the Australian Consumer Law.

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 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.

Nothing in this warranty excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified.