

# FAQs



## TECHNICAL QUESTIONS

### **Can you help me select the correct product for my application?**

Yes. Dafra has been supplying fasteners and tooling to the manufacturing industry for over 40 years. Our staff have the knowledge and commitment to help you find the right tools and fasteners for your needs, no matter what type of project you are completing.

### **Can you repair and maintain my tools?**

Yes, we at Dafra we have one of Australia's top tool technicians on hand offering speedy service, advice and turn around. We can service and repair our own Dafra range of tools along with AVDEL®, HUCK®, FAR®, POP®, GESIPA®, LOBSTER® as well as other pneumatic rivet, rivnut and structural tools.

Please call us on **+61 (0)3 9555 6872** or by email at [sales@dafra.com.au](mailto:sales@dafra.com.au) to discuss your maintenance and repair requirements.

### **Why can't I find what I'm looking for on your website?**

After 40 years supplying tools and fasteners to a variety of industries we have a vast range of products on hand, not all of which are detailed on our website. If what you need is not displayed on our site, please call us on **+61 (0)3 9555 6872** or by email at [sales@dafra.com.au](mailto:sales@dafra.com.au).

## PAYMENT

### **When is payment due?**

Payment in full is due at the time of purchase.

### **What forms of payment do you accept?**

We accept payment via Visa, MasterCard, American Express or PayPal. If you prefer, you can contact us by phone on **+61 (0) 3 9555 6872** to process your payment.

## DELIVERY

### **What is the delivery cost?**

Deliver costs quoted on our website are for delivery within Australia only. All deliveries will incur a minimum delivery charge. Delivery costs vary based on delivery location. Delivery charges are shown separately on your order confirmation but may be recalculated based on the total weight of the items you select.

### **Dafra Fastening Systems - Rivets Rivnuts & Tooling**

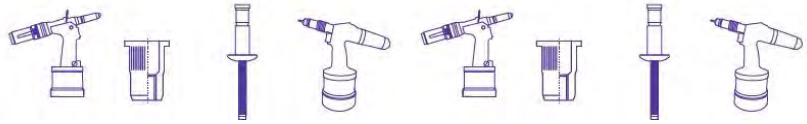
1 / 7 Jarrah Dr, Braeside, VIC 3195, Australia

P: +61 3 9555 6872 | F: +61 3 9555 0803

E: [sales@dafra.com.au](mailto:sales@dafra.com.au) | [dafra.com.au](http://dafra.com.au)



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## DELIVERY (cont)

If you would like us to provide you with a delivery cost estimate prior to placing your order, please contact us at [sales@dafra.com.au](mailto:sales@dafra.com.au). Please note that delivery costs are weight based and it is the policy of the delivery companies we use to round up the item weight to the next full kilogram.

Standard delivery generally takes 3 to 5 business days. Should there be a delay in despatching your order, we will advise you immediately.

International purchases cannot be completed via our website. International delivery can be arranged by emailing us your order at [sales@dafra.com.au](mailto:sales@dafra.com.au).

### **When will I receive my order?**

Goods in stock are despatched daily, however, dates and/or times quoted for delivery are an estimate only. Any failure or delay in supply or delivery of the goods shall not confer to you any right of cancellation or refusal of delivery or render us liable for any loss or damages directly or indirectly sustained by you as a result thereof.

### **Can I collect my order in person?**

Yes, you can collect your order from us at **Unit 1 / 7 Jarrah Drive, Braeside, VIC, 3195** between **8:00am and 4:30pm Monday to Friday**.

Please inspect your goods immediately after delivery. If the goods do not correspond with the description of on the delivery note or invoice or are defective on examination of the goods, please contact us on **+61 (0)3 9555 6872** or by email at [sales@dafra.com.au](mailto:sales@dafra.com.au).

## WARRANTY

Dafra Products Pty Ltd offers a limited warranty on all tools purchased from us. The benefits offered by this warranty are in addition to your rights and remedies under Australian Consumer Law.

### **What does the warranty cover?**

This warranty covers any defects in material or workmanship under normal use for a period of 12 months from the date of purchase.

A replacement product or part assumes the remaining warranty of the original product or 12 months from the date of replacement or repair, whichever is longer.

## **Dafra Fastening Systems - Rivets Rivnuts & Tooling**

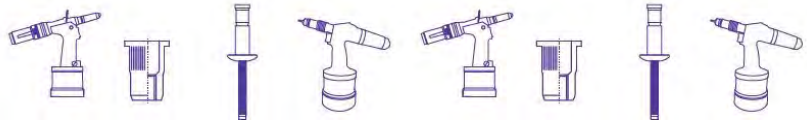
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During the Warranty Period, we will repair or replace, at no charge, products or parts of a product that proves defective due to improper material or workmanship, under normal use and maintenance.

## What does this warranty not cover?

This warranty does NOT cover the following:

- Any defect or damage, which is a result of repair, alteration or modification, not carried out by us.
- Damaged sustained as a result of being used for a purpose for which it is not designed in accordance with the instructions for use.
- Damaged as a result of operating the product incorrectly.
- Replacement of parts due to normal wear including (but not limited to) the replacement of parts such as jaws and springs.
- Damage caused either directly or indirectly by lack of user care, incorrect nosepieces, incorrect air pressure or power supply.

## How to submit a warranty claim?

Warranty claims must be accompanied by proof of purchase. Should you wish to make a warranty claim, please contact us by email at [sales@dafra.com.au](mailto:sales@dafra.com.au) or by phone on **+61 (0)3 9555 6872** to discuss the problem and we will advise you how to submit your claim.

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