

USING YOUR GLASS PORTABLE BLENDER

1. Charge with the USB cable included in your pack for approx. 3 hours.
2. Please make sure the glass body is tightly secured to the base of the blender before use. The power light will flash red if it is not tightened enough and will not turn on.
3. Rinse your blender thoroughly before use.
4. Ensure you don't fill the blender past the "max" level labelled on the glass body.
5. Ensure the lid is tightened and double click the power button for a full cycle blend.
6. Wait 3-5s or until the liquid has stopped spinning and it has settled before unscrewing the lid.

CHARGING

Using the USB cable included you can charge your Bliss Blender with a variety of ports from your phone charger, laptop or your USB port in your car. Full charge is approx. 3 hours and lasts for approx. 30 blends.

CLEANING

Always clean your blender after each use to avoid food from drying up and sticking to the blades. Gently rinse the blades under water, using the cleaning tool provided.

To ensure no water gets into the motor, it is recommended to wrap a dry cloth or towel around the base to cover the power button and charging port.

Do NOT place the base or lid in the dishwasher. The glass body is the only dishwasher-safe component.

Fill the cup about $\frac{3}{4}$ full with warm (not hot) water add a drop of dishing washing soap and blend for one full cycle. Pour out liquid and rinse with clean water.

TERMS OF USE & WARNINGS

- Do NOT submerge the bottom of the blender in water, if water gets in the charging port this will trip the motor, which will VOID the warranty.
- Do not let children use the blender. Adult supervision is necessary.
- Do not put the blender in the microwave or dishwasher.
- Do not put your hands inside the blender or anywhere near the blades.
- Do not get any water on the base of the product. Use a tea towel to wash it so that water does not get into the motor.
- If a motor defaults it is usually because water has entered the base of the product and the motor has been tripped.
- The blender body must be firmly attached to the base in order to work. If the body isn't attached tightly enough, it will not start due to a safety interlock feature that prevents leakage.
- The blender must be charged properly before use and when the battery runs out. When a blender hasn't been sufficiently charged, it will not turn on.
- The blender lid and base must not be put in the dishwasher. The glass body is safe to do so only. If you put the lid in the dishwasher, the aluminium sheath that surrounds the lid may warp overtime.
- The blender base must not be put in water. To ensure no water enters the ingress, it is recommended to wrap a towel around the base, covering any openings or buttons to ensure no water enters whilst washing the blades.
- Ensure the blender is kept away from water and surfaces that can be splashed with water (sink, drying rack etc). The blender should not be placed on a surface that has water on it as it may damage the motor and cause it to defect. If the charging port is exposed to water, it will cause the motor to short circuit, resulting in the blender not turning off.
- Depending what part of the motor has been impacted by water, the blender will either short circuit (not turn off) or trip (not turn on).

- It is recommended that you dry the blender as soon as you've washed it and pack it away in a safe and dry place such as a cupboard or drawer.
- This blender is made of high quality borosilicate glass, however if you drop the blender or knock it off a surface, it will still shatter. It is recommended to keep this blender in a safe place, and away from children.

TIPS & SAFETY NOTES

If the ice or frozen fruit gets wedged between the blades before blending, the blades will not spin. When blending frozen fruits, allow them to sit in liquid for 30 seconds before blending.

If your blender jams, flip it upside down to un-wedge the ingredients from the blades. Whilst it's upside down you can unscrew the base partially to help loosen the ingredients that are stuck.

Always pour your liquid into the blender before the ice/fruit or desired ingredients. Be sure to not overfill.

RETURNS

At Cacao Collective, we take pride in the quality and performance of our products. We offer a 60 day satisfaction policy. If your blender arrives damaged or doesn't satisfy your expectations, and is in its original packaging and unused please contact us via email at hello@cacaocollective.com.au.

This Refund Policy ("Policy") applies to the following purchases: through www.blissblender.com

General

1.1. We offer refunds, repairs and replacements in accordance with the *Australian Consumer Law* and on the terms set out in this Refund Policy ("Policy").

1.2. Any benefits set out in this Policy may apply in addition to consumer's rights under the *Australian Consumer Law*.

1.3. Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

Australian Consumer Law

2.1. Under the *Australian Consumer Law*:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

1. *to cancel your service contract with us; and*
2. *to a refund for the unused portion, or to compensation for its reduced value.*

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

2.2. We offer refunds, repairs, and replacements in accordance with the *Australian Consumer Law*.

2.3. The *Australian Consumer Law* provides a set of Consumer Guarantees which protect consumers when they buy products and services.

2.4. If the *Australian Consumer Law* applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the Australian Consumer Law, the *Australian Consumer Law* will prevail.

2.5. Further information about the *Australian Consumer Law* and these Consumer Guarantees is available from the website of the *Australian Competition and Consumer Commission*.

2.6. If a product or service which you purchased from us has a major failure (as defined in the *Australian Consumer Law*) then you may be entitled to a replacement or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.

2.7. If a product or service which you purchased from us has a failure which does not amount to a major failure (as defined in the *Australian Consumer Law*) then you may still be entitled to have the goods repaired or replaced.

Cancellation and Change of Mind

3.1. We do not offer any refund if you change your mind, or find the same product or service cheaper elsewhere.

Products Damaged During Delivery

4.1. In the event that the product you ordered has been damaged during delivery:

1. (a) Please contact us as soon as possible.
2. (b) Any damaged product must be returned in the condition in which it was received, together with any packaging and other items which you received with the damaged product.

4.2. We will arrange to repair or collect the damaged product and replace it with an equivalent product, or to refund it, provided that you have contacted us within the following time from the date of receipt of the product: 7 days.

Exceptions

5.1. Notwithstanding the other provisions of this Policy, we may refuse to provide a repair, replacement or refund for a product or service purchased by you if:

1. You misused the said product in a way which caused the problem.
2. You knew or were made aware of the problem(s) with the product or service before you purchased it.
3. You asked for a service to be done in a certain manner, or you asked for alterations to a product, against our advice, or you were unclear about what you wanted.
4. Any other exceptions apply under the *Australian Consumer Law*.

Shipping Costs for Returns

6.1. In the event that a product you have purchased fails to meet one or more Consumer Guarantees under the *Australian Consumer Law*, we shall bear any cost of shipping the said product (the "Returned Product") back to us, as well as any cost of shipping any replacement product to you.

6.2. If the Returned Product can easily be shipped or returned, then you are responsible for organising for the Returned Product to be returned to us. If the Returned Product is eligible for a repair, replacement or refund under the terms of this Policy (including under the *Australian Consumer Law*) then we will reimburse you for the reasonable postage, shipping or transportation costs for the Returned Product.

6.3. If the Returned Product is too large, too heavy, or otherwise too difficult to be removed and returned by you, and is believed to be eligible for a repair, replacement or refund under the terms of this Policy (including under the *Australian Consumer Law*), then we will organise for the postage, shipping, transportation or collection of the Returned Product, at our cost.

6.4. In the event that we organise and pay for the inspection, postage, shipping, transportation or collection of a Returned Product, and it turns out not to be eligible for a repair, replacement or refund under the terms of this Policy (including under the *Australian Consumer Law*), then you will be required to pay the costs of any inspection, postage, shipping, transportation or collection of the Returned Product.

Response Time

7.1. We aim to process any requests for repairs, replacements or refunds within 5-7 working days of receiving the product.

How to Return Products

8.1. You can contact us at the end of this Policy to discuss a return using the information.

8.2. Unless otherwise defined in our sole discretion, we shall pay all refunds in the same form as the original purchase or to the same account or credit card used to make the original purchase.

8.3. To be eligible for a refund, repair or replacement, you must provide proof of purchase.

8.4. You may be required to provide a government issued identification to qualify for a refund, repair or replacement.

Contact Us

9.1. If you wish to speak to us about this Policy or about any refund, repairs or replacements, please contact us at: hello@cacaocollective.com.au

Damages/ issues

Please inspect your product upon receiving your order and contact us immediately if the item is damaged or faulty so that we can assess the item and resolve the problem.

Issues

Please ensure that you are following the correct instructions of use so that issues do not occur. Please review our terms of use (as above).

Broken or faulty products must be returned to our returns address before a refund or replacement can be issued. Upon assessment, if any of the consumer faults have occurred against the terms of use, a replacement or refund may not be issued. Please be advised if you return your blender and no fault is found by our technician, then you will be liable to pay for the return postage.

WARNING: Do NOT submerge the bottom of the blender in water and take care when washing the blades so as to not let any water inside the blender base. If water gets into the charging port / motor, this will burn the motor out, which will VOID the warranty.

Returns to be sent to:

Cacao Collective
PO Box 7306
Spearwood WA 6163