

## **ARISIT PRODUCT WARRANTY**

### **The Warranty**

Subject to the following terms, Arisit Pty Limited will repair or replace any part of any eligible Arisit product that is defective within the warranty period indicated in the table below or refund you the cost of the replacement. The benefits to a consumer given by this warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

### **Eligibility**

1. To claim the benefit of this warranty you must:
  - (a) be the original purchaser of a genuine Arisit product (this warranty is not transferable);
  - (b) produce proof of your purchase; and
  - (c) provide the details required in the 'How to Claim' section below.
2. This warranty is limited to defects that arise:
  - (a) In the course of normal domestic installation and use; and
  - (b) within the warranty period identified for the product in the table below, commencing on the date of original purchase.
3. This warranty excludes:
  - (a) defects arising from misuse, accident, neglect or improper care, fluctuation in electrical current, incorrect or failed software upgrade, damage or malfunction from incorrect assembly or installation, defects from alteration or modification, unauthorised service or repair; and
  - (b) claims made later than 21 days after the defect first appears.
4. Arisit may elect between repair, replacement or refund to honour this warranty, at its **sole discretion**.
5. In making a claim under this warranty, you agree that if, following receipt of your claim under this warranty, Arisit or its authorised service centre determine that your claim in respect of a product is invalid or you have provided false, inaccurate or misleading information with your claim, Arisit or its authorised service centre may charge you for any labour, parts or transport costs incurred.

## How to Claim:

In order to make a claim under this warranty, take the following steps:

1. Attach your proof of purchase document(s) to this card and complete the following details:

Brand: \_\_\_\_\_ Model No: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Where Purchased: \_\_\_\_\_

2. a) AUSTRALIA - Contact Arisit by telephone in Melbourne, Australia on 1300 726 219, or by emailing **productreturns@arisit.com** or by letter to ATTN: Product Returns, Arisit Pty Limited, 40-44 Mark Anthony Drive, Dandenong South, VIC 3175 and submit such details of your claim as Arisit requires.

b) NEW ZEALAND - Contact Arisit by telephone in Auckland, New Zealand on or by e-mailing **sales2@arisit.co.nz** or by letter to ATTN: Product Returns, Arisit Pty Limited, 1a Howe Street, Newton, Auckland 1145, NZ and submit such details of your claim as Arisit requires.

3. Deliver the product(s) to the address above.

4. You must bear any expense you incur in claiming this warranty.

### Notice to Australian Consumers

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.

### Notice to New Zealand Consumers

Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993. This warranty should not be construed as any attempt to contract out of or exclude any or the guarantees available to any consumers under this Act provided that you agree that the provisions of the Consumer Guarantees Act 1993 will not apply if you are acquiring the goods for the purpose of a business.

### Warranty Periods Domestic and Commercial Use:

Brand	Category	Warranty Period Domestic Use	Warranty Period Commercial Use
ONE Home	Home Collection	12 Months	12 Months

Arisit Pty Limited Australia, 40-44 Mark Anthony Drive, Dandenong South, VIC 3175 Australia Tel: 1300 762 219

Arisit Pty Limited NZ, 1a Howe Street, Newton, Auckland, 1145 NZ, Tel: 9302 0077