



Terms & Conditions for Crystella Recycling Program (Recylinder™)

The following terms and conditions apply:

#### **ORDERS**

ORDERS (Purchase) This option must be selected to purchase New CO2 2.2L Cylinders. All cylinders are delivered in a Re-usable designed cardboard carton, for you to place empty cylinders for recycling. Cartons contain 2x Cylinders per carton.

All orders placed will be delivered with an Authority To Leave (ATL) parcels/consignments in a safe place, in the absence of a person to sign for parcels/consignments.

Note:

CO2 cylinders require specialist DG couriers for Safe Transportation. Dangerous Goods (DG Class UN # 1013, Carbon Dioxide : DG Class 2.2 Non-Flammable, non-toxic) See: SDS Safety Data Sheet on [www.crystella.com](http://www.crystella.com)

#### **BOOK RECYCLE PICKUP ONLY**

BOOK RECYCLE PICKUP (arrange pickup collection of empty cylinders) as a separate order.

This option must be selected only if you have empty CO2 2.2L Cylinders ready for Pickup. (see below after checkout)

- Cylinders must be in original carton (box) supplied with your previous order for cylinders.
- This box has the correct required markings for cartage of CO2 Cylinders.

#### **OTHER BRAND CYLINDERS (PICKUP AND RECYCLING)**

Book a free pickup for empty cylinders for recycling.

- Crystella will only permit the pickup and recycling of Other Brand 2.2L CO2 Cylinders for your initial (first)
- We understand that you may have other brand empty cylinders to replace and would like these other branded Cylinders recycled responsibly.
- Crystella will only collect the following Brands of CO<sup>2</sup> 2.2L Cylinders for Recycling:  
Crystella™ Part# CR0406001 : Zip™ Part # 91295 : Billi™ Part # 996912 / 996911 :  
Bromic™ Part# 1811526 : Puretec™ Part# SPARQ-CO2 : Waterlogic™ 2.2L Cylinders

Crystella will only accepts the following type of cylinders for recycling:

- Product Specifications: CO2 Food grade disposable cylinders (non-refillable), Safety: Delivery and pickup at your Door by Authorised DG Class Code 2.2 Couriers. See Crystella.com for Safety Data Sheet (SDS).

#### **LIMIT TO THE NUMBER OF RECYCE PICKUP BASED ON CRYSTELLA CYLINDERS PURCHASED**

All cylinders purchased entitle you to recycle Credits for the same number of cylinders to be picked up and returned for recycling

Example :

- If you ordered 1x (2pack Crystella Cylinders SKU: CR9002000) you are entitles you to return 1x 2-pack of empty cylinders (1 credit issued per 2pack)
- If you ordered 2x (2pack Crystella Cylinders SKU: CR9002000) you are entitles you to return 2x 2-pack of empty cylinders (you will have received 2x Credits)

### **EXPIRY OF CREDITS (12 months)**

Credits for return recycle expire after 12 months from purchase of Cylinders from Crystella

Example

If you purchase cylinders on 4 May 2022, you have until 3 May to order a return recycle pickup using the credit provided when purchasing cylinder/s

### **AFTER CHECKOUT ON THE CRYSTELLA WEBSITE**

you will receive an eMail Order confirmation with IMPORTANT instructions to follow:

#### **New Cylinder Orders:**

- Products ordered will be delivered to the Shipping address in the Next courier delivery in your area.
- All orders placed will be delivered with an Authority To Leave (ATL) parcels/consignments in a safe place, in the absence of a person to sign for parcels/consignments

#### **Recycle Pickup:**

Empty Cylinders will be picked up from Shipping address Next Business Day Mon-Frid (order placed before 2pm EST). Unfortunately we cannot advise the time of pickup.

- Empty recycle cylinders MUST be ready for pickup in original cylinder carton for safe cartage and recycling
- Courier will provide labels and affix to carton/s on pickup
- Should the recycle carton (with 2x empties) NOT be available for pickup when courier arrives to collect, this will be considered as a futile collection. Crystella has pre-paid.
- The courier will NOT return to collect carton. System automatically flags goods have been collected and cannot be re-collected.

### **WARRANTY**

No Crystella CO2 Cylinder/s can be returned (outside of the Recylinder program), unless faulty.

All new Cylinders are 100% factory inspected.

Crystella will replace faulty CO2 Cylinder/s without charge. Substitute equivalent Cylinder/s may be supplied.

Crystella would like to stress the importance of reading all provided documentation and instructions PRIOR to the use of any Crystella cylinders.

Instructions on the safety of CO2 Cylinders are available on [www.crystella.com](http://www.crystella.com) (Safety Data Sheet).

Subject to the following conditions of this Warranty, if a defect and/or fault in Cylinder/s is found during the 12 Months Warranty Period, Crystella will replace the Cylinder/s (at its option) without charge.

1. The Cylinder must have originated from Crystella
2. Before returning the Cylinder the subject of a claim under Warranty, the Purchaser must first obtain a return authorisation number from Crystella. The Cylinder/s then returned must be adequately packaged in their original Carton, accompanied by a copy of Crystella's sales invoice.
3. Any claim made pursuant to the terms of the Warranty must be made within a reasonable time of the discovery of any potential fault or defect (within 7 days).
4. Acceptance of a claim under this Warranty is subject to an assessment of the Cylinder/s by Crystella, to determine the cause of the fault or defect prior to Crystella's authorisation.
5. Crystella is not liable for, and will not authorise pursuant parts to a claim under this Warranty for
  - Any damage arising from any modification of the Cylinder/s
  - Any use of the Goods/Parts for any reason other than its originally specified purpose;
  - Carelessness, negligence or use other than that for which the Goods are designed;
  - Unauthorised modifications to or tampering with the Cylinder/s

6. Repairs to the must not have been attempted by any person. This will void all warranty.
7. Crystella is not liable for the costs of the licensed technician.
8. Crystella shall not be liable for any indirect or consequential loss, loss of profit or any other economic loss including without limitation product losses.
9. The requirement for replacement of the Cylinder/s must not be due to misuse, neglect, accident, improper, installation, unauthorised modification or other abuse which in the reasonable opinion of Crystella was occasioned by the Purchaser or any agent or employee of the Purchaser.
10. Crystella will not be responsible or liable for damage or loss caused during transport of the Cylinder/s and will not be liable for the cost of transport or testing of the goods unless at Crystella request.
11. Please contact Crystella as soon as possible after discovery of a potential defect and/or fault with the Cylinder/s
12. All warranty enquiries and/or claims should be directed to Crystella's Head Office via its postal address - PO Box 414, Ingleburn Post Shop, Ingleburn NSW 1890 or by telephoning 1300 222 552 (within Australia) or email to [customerservice@crystella.com](mailto:customerservice@crystella.com)

In addition to the Warranty extended by Crystella to the Purchaser, the Australian Consumer Law requires that Crystella provide the following additional guarantees to consumers (as that word is defined by the Competition and Consumer Act) in respect of consumer goods (as defined by that Act) supplied in Australia. 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 for 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. <https://www.crystella.com/>

23 June 2022