



# LIMITED WARRANTY

## Warranty Period:

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KickAss Products Pty Ltd (KickAss) of 2 Mallet Street, Kunda Park QLD 4556 offers a 12 month warranty from date of purchase against manufacturing defects in KickAss products.

## Warranty Inclusions:

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Under ordinary usage conditions, this warranty covers any defect in design or manufacture which results in our product failing to perform substantially as described in our advertising or literature (i.e. product manuals).

Where we are at fault during the warranty period, we will either repair or replace the product (or part of the product) at our discretion. When a product is repaired or replaced under this warranty, the original warranty period is not renewed or extended.

This warranty is provided in addition to your other rights and remedies under the Australian Consumer Law and does not exclude, restrict, modify, limit or override your rights under the Australian Consumer Law.

## How to Claim:

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To make a claim visit [supportportal.kickassproducts.com.au](http://supportportal.kickassproducts.com.au), email [sales@kickassproducts.com.au](mailto:sales@kickassproducts.com.au). Please provide your proof of purchase (i.e. sales receipt) to assist with your warranty claim.

Once we approve your warranty claim, we will arrange (at our cost) return shipping of the faulty product to an assessment facility of our choice. Once we have determined the cause of the defect, we will contact you with the outcome of our assessment and advise whether the faulty product will be repaired or replaced.

## Australian Consumer Law:

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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.

## Warranty Exclusions:

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Our warranty is non-transferable and is only offered to the original purchaser of our product.

Our warranty does not apply to:

1. damage caused by any improper use of our product(s);
2. damage caused by faulty installation or modification made during installation;
3. damage caused by mould, insects, animals, misuse, incorrect operation, adverse weather, accidents and fair wear and tear;
4. damage caused by exposure to excessive sunlight;
5. costs, losses or charges:
6. of removing and reinstalling the product;
7. directly or indirectly associated with the product failing to operate.
8. commercial use of KickAss products by government organisations or commercial fleet applications;
9. KickAss products that are on-sold by the customer or exported for use outside of Australia.