

WARRANTY AGAINST DEFECT

WHAT'S COVERED?

- 1.1 H.E. Group Pty Ltd ("us" "we" or "our") warrants this good for a full replacement or refund for a period of twelve months from the date of purchase.
- 1.2 This warranty covers materials and workmanship defects only.

WHAT IS NOT COVERED?

- 2.1 This good is for household use only and if used in any way other than as detailed in the instruction manual will void this warranty.
- 2.2 This warranty does not apply to defects arising from abuse, alteration, unauthorised or unreasonable use of the good, nor does it cover general deterioration due to usage.
- 2.3 This warranty does not apply to accessories due to general deterioration or acts beyond human control.

WHAT WE WILL DO

- 3.1 We will replace the good or provide a refund to the value of the purchase price, if a defect is discovered in the good during the warranty period of twelve months subject to verification of defect or malfunction and the date and proof of purchase and purchase price.

WARRANTY COSTS

- 4.1 Once we have received the goods and you have complied with the warranty, our costs associated with the warranty claim will be borne by us.
- 4.2 No responsibility will be taken for goods lost, mislaid or damaged whilst in transit.

GENERAL

- 5.1 The benefits of this warranty are additional to any other rights and remedies you may have under law.

- 5.2 Our goods come with guarantees that cannot be excluded under 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.

- 5.3 Notwithstanding 5.1, except as provided for in this warranty, all express and implied warranties and conditions under statute or general law as to the merchantability, description, quality, suitability or fitness of the goods for any purpose, or as to design, assembly, installation, materials or workmanship or otherwise are (where permitted under law) expressly excluded.

- 5.4 To the extent permitted by law, our total liability for loss or damage of every kind related to the good in any way whatsoever is limited to the amount paid to the retailer by you for the good or the value of the good.

- 5.5 These terms and conditions supersede and exclude all prior and other discussions, representations (contractual or otherwise) and arrangements relating to the supply of the goods or any part of the goods. This includes representations not made by us relating to the performance of the goods or any part of the goods or the results that ought to be expected from using the good.

CUSTOMER CARE

- 6.1 **To claim under this warranty, you must first contact our friendly customer service team on free call 1800 079 124 or via email info@hegroup.com.au and explain the basis of your claim. Our customer service team will then provide you with directions on how to make your claim under this warranty.**

- 6.2 This warranty is valid with the presentation of the original proof of purchase receipt or tax invoice originating from the store of purchase for the product showing the retailer's name, date of purchase and amount paid, by you, for the good.