

# GUARANTEE

## WHAT'S COVERED?

H.E. Group Pty Ltd guarantees products for a full replacement or refund for a period of twelve months from the date of purchase. This guarantee is valid with the presentation of the original proof of purchase receipt from the store from which you purchased the product in order to establish the purchase price and provide the correct value of the product paid for by you. This guarantee covers materials and workmanship defects only.

## WHAT IS NOT COVERED?

This product is for household use only and if used in any way other than as detailed in the instruction manual will void this guarantee. This guarantee does not apply to defects arising from abuse, alteration, or unreasonable use of the product, nor does it cover general deterioration due to usage.

This guarantee does not apply to the **accessories** due to general deterioration.

## WHAT H.E. GROUP WILL DO

H.E. Group Pty Ltd will replace the product or provide a refund to the value of the purchase price, if a defect is discovered in the product during the guaranteed period of twelve months subject to verification of defect or malfunction and the date and proof of purchase and purchase price.

Except as provided for in this guarantee, all express and implied warranties, guarantees 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 expressly excluded.

Nothing in this guarantee shall however be read or applied so as to exclude, restrict or modify or have the effect of excluding, restricting or modifying any condition, warranty, guarantee, right or remedy implied by law (including the Trade Practices Act 1974) and which by law cannot be excluded, restricted or modified.

## **CUSTOMER CARE**

All enquiries may be directed to our friendly customer service team on **freecall 1800 079 124** or via email [info@hegroup.com.au](mailto:info@hegroup.com.au).