

## KISA Pty Ltd

### KISA WARRANTY AND RETURNS POLICY

#### **Warranty**

All products supplied by KISA come with a 12 month standard warranty commencing on the date that you receive the product. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You must provide proof of purchase. When a product is returned to us under warranty, we will examine it to determine whether the product is defective. If the product is faulty, we will repair the product. In case of a major defect or if the goods fail to be of acceptable quality we will provide a replacement.

#### **Returns**

If you would like to return any product under this warranty, you must first contact us by telephone on 1300 557 453. You will receive a return authorisation number (RA Number). It is your responsibility to ensure that the product is returned safely and that the RA Number accompanies the product. You are responsible for shipping the product to KISA. KISA will pay the cost of shipping a replacement product to you.

#### **What is not covered?**

Our warranty does not cover:

1. loss or theft
2. accidental or intentional damage, including damage caused by moisture or by dropping a product.

#### **Who is providing this warranty?**

This warranty is provided by:

KISA Pty Ltd, ABN: 58 166 098 264

Level 1,

445-449 South Rd

BENTLEIGH VIC 3204

[warranty@kisa.com.au](mailto:warranty@kisa.com.au)

KISA may seek reimbursement of any costs incurred by us where the product was found to be in good working order, or when it has been determined that the Warranty apply.

Where Products are already faulty or damaged upon delivery, photographic evidence of the damage must be submitted to [warranty@kisa.com.au](mailto:warranty@kisa.com.au) before the product will be repaired or replaced in accordance with these terms.