

JOOLZ WARRANTY TERMS & CONDITIONS

– Australia & New Zealand



Joolz is distributed in Australia & New Zealand by Anstel Brands Pty Ltd.

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.

In addition to the rights that are available to consumers under the Australian Consumer Law, all Joolz products come with a two-year warranty which applies from the date of purchase.

An optional Lifetime Warranty is also offered on the Hub, Day³ & Geo² pram models (does not include accessories). The Lifetime Warranty applies to the period of time during which the original purchaser uses their Joolz pram for their own child(ren).

To be eligible for Lifetime Warranty, owners must register their Joolz pram within six months of purchase and keep their original proof of purchase.

To register, owners must visit www.my-joolz.com.au/lifetime-warranty and follow the steps provided.

Upon successful registration, owners will receive a warranty certificate by email. This must be kept on record and will need to be presented in the event of lodging a warranty claim.

This warranty guarantees that your Joolz product/s are free from manufacturing and/or material defects provided they are used in accordance with the intended use, during the period of time of the applicable warranty term. The use of your Joolz products must be in accordance with our user manual and instructions. Failure to do so will void the warranty.

This warranty does not cover change of mind exchanges or returns.

The warranty is non-transferable and immediately expires if the Joolz pram is sold, given away, or obtained by anyone other than the original purchaser.

This warranty is limited to consumer buyers of the product for their personal use, personal family or household purposes. This warranty does not extend to unauthorised purchasers of the product intended for resale or for purchasers who intend to use this product for commercial use such as a childcare centre environment, and rental of the product to others.

THE WARRANTY DOES NOT COVER:

- (1) Defects caused by ordinary wear and tear, such as worn wheels and fabrics by everyday use, scratches on the aluminium and/or metal and natural discolouration of materials over time or by not following the maintenance instructions
- (2) Damage to wheels such as holes and tears
- (3) Damage caused by accidents, improper use, negligence, fire, contact with liquids or another external cause
- (4) Damage resulting from non-compliance with the instruction manual, instruction movies or other Joolz guidelines
- (5) Damage caused by another product, including accessories
- (6) Damage by service or repair by an unofficial representative of Joolz
- (7) Theft
- (8) Air transportation or freight damage

Safety is a vital part of the design and development of Joolz prams. All Joolz products supplied in Australia and New Zealand by Anstel Brands Pty Ltd comply with the requirements of Australian Standard AS/NZS 2088:2013, in addition to the mandatory requirements under Australian law.

MAKING A WARRANTY CLAIM

To make a warranty claim, owners should contact Anstel Brands by email to service@anstel.com.au, or phone +61 3 8459 2750.

The following information must be supplied when making a warranty claim:

- 1) A detailed description of the issue/fault, including any photos or videos to support the claim
- 2) Proof of purchase, and/or Lifetime Warranty certificate if applicable
- 3) A clear, legible copy of the original proof of purchase, clearly showing the date and store of purchase

We may also ask for the serial number or production number on the goods, and/or proof of identity.

Upon assessment of the claim, we will at our absolute discretion repair or replace the affected products or components deemed faulty.

Any repairs or replacements do not extend the warranty past the applicable period.

This does not affect any rights that you may have under the Australian Consumer Law to have your product repaired.

For further information, please visit www.my-joolz.com.au, or contact us.

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