

warranty statement

This warranty is provided by Medistore Australia (ABN 51 106 477 356) of Unit 11, 12 Mars Road Lane Cove NSW 2066.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or may be entitled to a 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 acceptable quality and the failure does not amount to a major failure. Where a failure does not amount to a major failure Medistore is entitled to choose between providing you with a repair, replacement or refund. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered and documentary evidence that such loss or damage was a reasonably foreseeable consequence of a failure by Medistore to comply with a consumer guarantee under the Australian Consumer Law.

Product Warranty

In addition to all rights and remedies which you may be entitled to under the Competition and Consumer Act 2010 (Commonwealth) and any other relevant legislation, Medistore warrants each of its products to be free of defects in materials and workmanship for a period of 12 months (unless otherwise stated), commencing from the date of purchase.

Warranty Claims

To claim under this warranty, please contact Medistore Customer Service and have your receipt or proof of purchase available. Medistore may need to assess the defect before determining any claim, and additional information may be requested to process your claim.

Any expenses incurred relating to the return of the defective product to Medistore will be borne by you. We will then, at our discretion, either repair or replace the product, or refund your money and take back the product.

Limited Liabilities

Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by a defective workmanship or materials, and was not caused or substantially contributed to by other factors or circumstances beyond our control, including (but not limited to) defective installation, maintenance or repair, product modification or alteration, any neglect misuse or excessive use, normal wear and tear or failure to follow manufacturer's instructions.

The benefits conferred by this manufacturer's warranty are in addition to all rights and remedies conveyed by the Competition and Consumer Act 2010 (Commonwealth), and any other statutory rights to which you may already be entitled, and this warranty does not exclude, restrict or modify any such rights or remedies that are implied by law.

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Mail To

Medistore Australia Warranty Returns
Unit 11, 12 Mars Road
Lane Cove NSW 2066

Email

sales@medistore.com.au

For more information please contact us on 1300 882 194 or visit our website at www.medistore.com.au

pressure care and manual handling specialists

less pressure, more support