

Warranty Statement

This warranty is provided by

Novis Healthcare (ABN 45 102 735 491)
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 reasonable 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 Novis Healthcare 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 reasonable foreseeable consequence of a failure by Novis Healthcare to comply with a consumer guarantee under the Australian Consumer Law.

At our option:

- goods repaired may be replaced by refurbished goods of the same type rather than being repaired
- refurbished parts may be used to repair goods

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, Novis Healthcare 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 the product is received by the purchaser.

Product Warranty

In addition to all rights and remedies which you may be entitled to under the Competition and Consumer Act 2010 (Cth) and any other relevant legislation, Novis Healthcare warrants each of its products will, with normal use and service to be free from faulty parts, manufacture or workmanship for a period of 12 months (unless otherwise stated), commencing from the date of purchase.

Subject to the provisions of the Australian Consumer Law, Novis Healthcare excludes, to the fullest extent permitted by law, all liability in respect of loss of profit or other

economic loss, direct or indirect or consequential, special, general or other damages or other expenses or costs which may include negligence.

Warranty Claims

To claim under this warranty, please contact Novis Healthcare and have your receipt or proof of purchase available. Novis Healthcare 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 Novis Healthcare will be borne by us. We will then, at our discretion, either repair or replace the product, or refund your money and take back the product. Warranty repairs do not extend the length of the warranty period.

Limited Liabilities

Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by faulty parts, manufacture or workmanship, 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 (Cth), and any other statutory rights to which you may already be entitled, and this warrant does not exclude, restrict or modify such rights or remedies that are implied by law.

Mail To

Novis Healthcare Warranty Returns
Unit 12, 12 Mars Road Lane Cove NSW 2066

For more information

Please contact us on **1300 738 885**, email us at novis@novis.com.au or visit www.novis.com.au