

Consumer Guarantees

Under the Australian Consumer Law, you have guaranteed legal rights for goods and services you purchase. These are called consumer guarantees.

All goods sold in Australia 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 for 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.

There are nine consumer guarantees that apply to goods you purchase:

1. Acceptable quality.
2. Fit for a particular purpose
3. Match description
4. Match the sample or demonstration model
5. Express warranties will be honoured
6. Spare parts and repair facilities will be available for a reasonable time after purchase
7. Title to the goods
8. Undisturbed possession of the goods
9. No undisclosed securities on the goods

Consumer guarantees cannot be excluded and are in addition to any extended warranty you purchase (if applicable) or any voluntary warranty (warranty against defects) you are given.

There may be circumstances where you are not entitled to a remedy as the right to remedy depends on factors such as the age, type and price of product.

For further information about the Australian Consumer Law and consumer guarantees, visit acc.gov.au.

For further information about refunds and returns, please see our Returns Policy.