



12 Month Customer Guarantee

During the design and engineering of this product, quality was at the forefront of each material and component choice we made which is why we proudly stand by it with a 12-Month Customer Guarantee.

In Australia, 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. 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 New Zealand our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993.

So, as well as your statutory rights referred to above and any other rights and remedies you may have under any other laws relating to your ResusRight product, we also provide you with a ResusRight guarantee. It's important to note that this guarantee is valued only in the country of purchase. However, in other countries, it is possible that other statutory warranties may still apply.

ResusRight guarantees this product against defects caused by faulty workmanship and materials for 12 months from the date of purchase. During this guarantee period, ResusRight will repair any defective product.

In the event of a product being repaired during the guarantee period, the guarantee on the repaired product will expire 12 months from the purchase date of the original product, not 12 months from the date of the repair.

If your product is defective, or you have any questions, or concerns, please contact us directly at support@resusright.com

To the extent permitted by law, this ResusRight Customer Guarantee excludes liability for consequential loss of any other loss or damage caused to property or persons arising from any cause whatsoever. It also excludes defects caused by the product not being used in accordance with instructions, accidental damage, misuse, or being tampered with by unauthorised persons, excludes breakables such as glass and ceramic items, consumable items, and normal wear and tear, and does not cover the cost of claiming under the warranty or transporting the goods to and from the place of purchase.

ResusRight can assist you with any problems you may be experiencing through email or phone, as well as answer any questions or challenges you may have. In the event that the product is defective and needs repairing a customer service representative will direct you in returning the product to ResusRight, if still under warranty, the product will be repaired free of charge. Per the terms of this ResusRight Customer Guarantee, you will need to present the purchase receipt as proof of purchase, so please make sure you keep your receipt on hand for the duration of the warranty period.

Contact

Address

Sydney Knowledge Hub
Level 2, Merewether Building
Butlin Ave, Darlington, NSW 2006

Website

www.resusright.com

Email

support@resusright.com

