

amazonbasics



Warranty



AmazonBasics – AU Warranty

This limited warranty is provided by Amazon Commercial Services Pty Limited, Level 37, Citigroup Tower, 2 Park Street, Sydney NSW 2000 to you as the original purchaser of the AmazonBasics branded product(s) you purchased (the “Product”). The provider of this warranty is sometimes referred to herein as “we”, “us” or “our”.

This limited warranty gives you specific legal rights. The benefits provided by this warranty are in addition to other rights and remedies you may have under a law in relation to the goods to which this warranty relates.

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 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.

We warrant the Product to you against defects in materials and workmanship under ordinary use for one year from the date of your original purchase from us, except that, for consumable parts (for e.g. an ink cartridge), the limited warranty will cease upon full consumption (for e.g. all ink is used). If a defect arises in respect of the Product during the warranty period, and you follow the instructions for returning the Product, we will, at our option, to the extent permitted by law, take one of the following actions: (i) replace the Product with either a new or a refurbished Product that is equivalent to the Product you purchased; (ii) repair the Product using either new or refurbished parts; or (iii) refund to you the purchase price of the Product. Failure to ship the damaged part or Product back to us may result in your being charged for the replacement part or Product at full retail price.

Technological advances and Product availability may limit our ability to provide you with an identical replacement Product (to the Product returned to us). In these circumstances, and to the extent permitted by law, we may also offer you a comparable Product.

To the extent permitted by law, this limited warranty applies, to any



repair, replacement part or replacement Product for the remainder of the original warranty period or for ninety days, whichever period is longer. All replaced parts and Products for which a refund is given will become our property upon receipt. This limited warranty does not apply if the Product has been subject to accident, misuse, neglect, fire or other external causes, alterations, repair, or commercial use.

Instructions. For specific instructions about how to obtain warranty service for your Product, please contact Customer Service by clicking “Contact Us” via

<https://www.amazon.com.au/gp/help/customer/contact-us>

In general, you will need to deliver your Product in either its original packaging or in equally protective packaging to the address specified by Customer Service. Subject to any rights that you may have under the Australian Consumer Law, you may be required to bear the expense of claiming under this limited warranty, including the cost of returning the Product. Before you deliver your Product for warranty service, if the Product is capable of storing data, it is your sole responsibility to remove any removable storage media and back up any data, software, or other materials you may have stored or preserved on your Product. It is possible that such storage media, data, software or other materials will be destroyed, lost or reformatted during service, and we will not be responsible for any such damage or loss.

How To Obtain Service

Contact customer service at 1800-571-894 or visit

<https://www.amazon.com.au/gp/help/customer/contact-us>

Customer service will ask you questions to determine your eligibility under this limited warranty and will provide the relevant instructions for returning the Product.

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