



**The Brand Exchange Pty Ltd  
Warranty Against Defects**

This Warranty is given by:

**The Brand Exchange Pty Ltd (ACN 603 611 007) ("The Brand Exchange")**

**Address:** 401 Riversdale Road  
Hawthorn East, Victoria 3123

**Customer Service Freecall:** 1800 954 354

**Email:** [info@razoranz.com](mailto:info@razoranz.com)

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.

**The Brand Exchange Products:**

In this Warranty, "**The Brand Exchange Product**" means a product which The Brand Exchange:

1. sells directly to you, as the consumer; or
2. distributes, as the exclusive distributor, to retailers in Australia who then in turn sell directly to you, as the consumer.

**Our Warranty:** In addition to any other guarantee or warranty implied by law, The Brand Exchange warrants that The Brand Exchange Products will be free from manufacturing defects for a period of 12 months from the date of purchase ("**Warranty**").

**Exceptions:** This Warranty does not cover normal wear and tear, or any damage, failure or loss caused by improper use, assembly, maintenance or storage of the The Brand Exchange Products.

**How to claim:** **To make a claim under this Warranty, simply follow these steps:**

**Step 1:** **Find your receipt** which proves the date on which you purchased the defective The Brand Exchange Product. Where the date of purchase cannot be verified, The Brand Exchange will make an assessment based on the date of manufacture of the The Brand Exchange Product (if possible), the condition of the The Brand Exchange Product and the type of defect.

**Step 2:** **Contact the The Brand Exchange Customer Service Team** with details of your defective The Brand Exchange Product by either:  
1. Phone: 1800 954 354; or  
2. Email: [info@razoranz.com](mailto:info@razoranz.com)

**Step 3:** Where requested, **send us the defective The Brand Exchange Product and a copy of your receipt.** When you contact a representative of the The Brand Exchange Customer Service Team, they will advise you whether you are required to make your defective The Brand Exchange Product available to The Brand Exchange for inspection. If you are required to return your defective The Brand Exchange Product and a copy of your receipt to The Brand Exchange, our Customer Service team will provide you with details of how to do so. The Brand Exchange will cover the cost of the return delivery.

**Step 4:** **Wait for us to contact you.** Once we have received your defective The Brand Exchange Product for inspection, we will inform you of our assessment of your claim within 14 days. If you were not required to provide us with the defective The Brand Exchange Product for our inspection, we will inform you of our assessment of your claim within 14 days of you first notifying us about the claim. When we contact you, we will firstly let you know whether you have a valid claim under this Warranty, and if so, we will inform you whether you're defective The Brand Exchange Product will be replaced or repaired, together with the number of days you can expect to wait to receive your replaced or repaired The Brand Exchange Product.

**Questions?** If you have any questions about this Warranty, please contact us via the contact details provided above