



Warranty Policy

HIZERO Australia appliance warranty policy (Australia only)

All technical enquiries please call **1800 662 301** or email **info@hizero.com.au**

1. This warranty is provided by **Innovative Home Solutions Pty Ltd** located at **2/122 Whitehorse Road, Blackburn Vic 3130. PH (03) 9894 1400 FAX (03) 9894 1199**

Limited 2 Year Warranty

The warranty entitles the Original purchaser from the date of purchase to free labour and replacement parts for a period of 2 years. (Please note: the warranty provided is a repair warranty & all repairs will be completed in one of our service centres) Hizero Australia or one of its approved service agents will during business hours repair or replace any part which in the opinion of the manufacturer is defective due to faulty materials or workmanship, provided the appliance has been operated in accordance with the manufacturers instructions (as per booklet). ***If the appliance has been used in a commercial environment or purpose the warranty is 3 months (commercial warranty covers any activity where the user receives financial remuneration or use is considered beyond normal domestic conditions).***

2. *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 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.*
3. The purchaser will be responsible for paying all transportation costs to and from an approved service centre, and any loss or damages incurred in connection with transportation will be at the purchaser's expense.
4. Consumables will not be covered under this warranty- i.e. cleaning roller & brush roller
5. This warranty will be null and void if the following incidents have occurred:
 - The appliance has been misused, neglected or accidentally dropped/damaged.
 - The appliance has been repaired or a repair attempted by an unauthorised service centre.
 - The appliance has not been used as per the instructions provided in the manual
 - Failure to regularly clean the appliance in accordance with the instructions can void your warranty

The appliance will be assessed by a qualified technician to determine warranty eligibility if the above circumstances apply. Warranty service will NOT be provided unless a valid proof of purchase receipt is provided at the time warranty service is requested. If a receipt cannot be provided the production date will be used as the date of purchase of the appliance.

6. Nothing contained herein shall restrict, reduce, modify or exclude any rights granted under any applicable Australian legislation.
7. DO NOT return the appliance to the retailer unless you have spoken with an authorised HIZERO representative first and been advised to do so. All technical support is performed by HIZERO Australia.
8. **Warranty service is provided by Innovative Home Solutions Pty Ltd, call during business hrs 1800 662 301 or email info@hizero.com.au**
9. Please retain a proof of purchase receipt in the event of a warranty claim
10. Subject to applicable law, HIZERO is not liable for incidental, or consequential damages of any nature associated with the use of this product.