

# ORIGINAL MANUFACTURER'S WARRANTY ADVICE FORM

## GRUNDIG BLUETOOTH SPEAKERS

### **12 months warranty, full parts and labour warranty only**

Congratulations on purchasing your new Grundig audio product. If you have any queries on the set up of your new product or would like some tips on how to get the best out of our product please visit the support section of our website [grundig.com.au](http://grundig.com.au). We also recommend you register your new Grundig audio product. By registering we will be able to keep you up to date on your product, any new offers and new products or relevant apps – just follow the links on our home page at [grundig.com.au](http://grundig.com.au).

Grundig products come with a guarantee 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 product repaired or replaced if the product fails to be of acceptable quality and the failure does not amount to a major failure. 'Acceptable quality' and 'major failure' have the same meaning as referred to in the Australian Consumer Law.

This Grundig warranty is in addition to any other rights you may have under Australian Consumer Laws. Grundig will repair or replace any part that becomes defective during the warranty period of 12 months after the original purchase of a new Grundig product at no extra charge. To be clear that means second hand Grundig products are not covered by this warranty, and if a Grundig product is replaced the warranty period does not start over again.

The Grundig manufacturer's warranty has the following conditions in order to make a claim:

1. Proof of purchase (typically your receipt).
2. Please contact Grundig Customer Care to request warranty support for your Grundig audio product. Grundig covers the expenses of labour and materials required for the repair or replacement of the product that is found to be defective, and a reasonable return shipping charge within Australia only. Original packaging should be retained; additional charges will be incurred for additional cartons / packaging.
3. Any product or part that is replaced by Grundig becomes Grundig's property
4. Grundig may choose to use refurbished parts or supply a refurbished replacement (with similar specifications) at its sole discretion.
5. Component & consumable parts, the nature of which is to become worn or depleted with use (batteries, headphone ear pads or other accessories) are excluded.
6. Grundig products are designed for normal domestic / home use only.
7. If you incorrectly install, misuse, damage, neglect to maintain or clean your Grundig product in line with the user manual recommendations, then damage caused by this is excluded
8. Damage caused by normal wear and tear, damage caused by accident, unreasonable use or neglect, vermin or insect infestation, or power surges, electrical storms or incorrect power supplies are also excluded
9. If the Grundig product has been repaired or modified by an unauthorised person, or if the serial number has been removed, modified or defaced, then the warranty is excluded
10. This Grundig manufacturer's warranty only covers actual defects within the product itself, and does not cover the cost of installation or removal from a fixed installation, setup or adjustments, claims based on misrepresentation by the seller, performance variations resulting from installation-related circumstances such as source quality or AC power or product modifications.

If you have a problem you can contact Grundig at: Grundig, 55 Blanck Street, Ormeau, Queensland 4208 telephone 1300 125 887 or email [grundig.help@grundig.com.au](mailto:grundig.help@grundig.com.au). Make sure you have your Grundig model number, serial number and proof of purchase to hand.