

# CONAIR PROFESSIONAL

**BaByliss<sup>®</sup> PRO**

**BaByliss<sup>®</sup> PRO**  
STYLIST TOOLS

**RUSK<sup>®</sup>**  
fashion+culture+attitude

## Conair Professional Warranty Claims – BaByliss PRO and RUSK

Thank you for choosing a BaByliss PRO or RUSK product.

The Warranty Period is specific to the product purchased. Please refer to the product instruction booklet for the relevant warranty period.

The warranty may only be claimed where proof of original purchase is presented, i.e. original purchase receipt or invoice. We recommend attaching a copy of your purchase receipt to the instruction book and storing in a safe place.

**Retail Purchases:** To make a warranty claim you can return the defective product back to the place it was purchased where it will be replaced (see point 12 in conditions under Warranty Terms below).

**Trade Purchases:** trade and wholesale customers who have purchased from us directly should contact us directly with regard to warranty claims.

Please have the following details to hand:

1. Date of purchase
2. Details of where the product was purchased
3. Product Name/Model Number
4. Confirm you have your purchase receipt
5. Detail the problem with your product

For advice with regard to the warranty claim process and warranty periods please call

### Customer Service

Australia: 1800 126806 New Zealand: 0800 003618

Email: [conairprofessional\\_australia@conair.com](mailto:conairprofessional_australia@conair.com)

## WARRANTY TERMS

**The Warranty Period is specific to the product purchased. Please refer to the product instruction booklet for the relevant warranty period.**

### WARRANTY AGAINST DEFECTS

#### A. AUSTRALIAN CONSUMER LAW

1. 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.

2. The guarantees under the Australian Consumer Law ("ACL") are provided in sections 51 to 59 inclusive of the ACL ("Statutory Guarantees") and the remedies are provided in sections 259 to 266 inclusive of the ACL ("Statutory Remedies").

In New Zealand our goods come with a guarantee that cannot be excluded under the Consumer Guarantee Act 1993.

#### B. EXTENDED WARRANTY

1. In addition and subject to the Statutory Guarantees and Statutory Remedies, the following express warranty ("Warranty") commences from the date of purchase and continues for the Warranty Period after which it expires. Subject to the conditions in Section C below, Conair Professional warrants to the original

purchaser ("Purchaser") of the BaByliss PRO or RUSK product that is the subject of this warranty ("Product") that if during the Warranty Period, the Product suffers from any defect caused by faults in materials or workmanship, Conair Professional will a) replace the Product, or b) exchange defective parts in the Product or c) repair the Product, as Conair Professional may choose in its discretion ("Warranty"). In this Warranty "Conair Professional" means Conair Australia Pty Limited (ABN 64 068 492 044) of The Equinox Centre, Suite 101, 18 Rodborough Rd, Frenchs Forest, NSW, 2086. in relation to Products purchased in Australia and Conair New Zealand Ltd in relation to Products purchased in New Zealand.

2. To honour the Warranty, Conair Professional must replace, or exchange parts in, or repair, the Product, as Conair determines, in accordance with paragraph B1 above, subject always to the conditions in Section C below.

3. If any of the conditions in Section C below are inconsistent with any provisions of the ACL or regulations made there under, those provisions of the ACL or regulations shall prevail to the extent of the inconsistency.

### **C.CONDITIONS**

1. The Product must be used in accordance with manufacturer's instructions. This Warranty does not apply should the defect in or failure of the Product be attributable to misuse, abuse, accident, act of God such as lightning, or nonobservance of

Manufacturer's instructions on the part of the user. This Warranty does not cover ordinary wear and tear in the Product or its parts.

2. Conair Professional does not accept liability for a) any loss or damage however suffered, caused by or arising out of any failure to use the Product in accordance with the manufacturer's instructions, and b) any indirect, consequential or economic loss or damage however caused.

3. This Warranty is immediately void if – a) any serial number or appliance plate is removed or defaced, b) the Product has been serviced or otherwise repaired by a person not authorized to do so by Conair Professional or where non approved replacement parts are used.

4. The Product must be connected to the electrical voltage supply as specified in the ratings label located on the Product. This Warranty does not cover defects arising from non-domestic use or incorrect voltage supply.

5. This Warranty may only be claimed against where proof of original purchase is presented, for example, original receipt or invoice.

6. Any parts of the Product that need to be replaced, or if the whole Product needs to be replaced, the replaced Product, become the property of Conair Professional. The Warranty on any replacement Product or parts will expire on the same date that the Warranty Period on the original Product expires.

7. The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which the Purchaser has under the ACL, and applicable laws in New Zealand, which rights and remedies by law may not be excluded.

All other warranties and representations express and implied are hereby excluded.

8. The defect must have occurred during the Warranty Period and Purchaser bears the onus of proving that fact, and that the defect was not caused by any of the causes excluded from this Warranty.

9. This Warranty does not cover Products purchased from any person who is not a retailer serviced by Conair's authorized distributors or purchased second hand.

10. The Purchaser is responsible for all postage and freight charges and any other expenses incidental to claiming against this Warranty.

11. The Warranty excludes consumable items (such as blades or brushes) and normal wear and tear.

12. If you're certain your product is defective, and the product is covered by the terms of this warranty, you need to take the product back to the place you purchased it from, where the retailer will replace the product for you on our behalf.

In this event, per the terms of this warranty you will need to present this portion of the warranty information and the purchase receipt as proof of purchase so please make sure you keep both these instructions and your receipt on hand for the duration of the warranty period.

### **SPARE PARTS**

Replacement parts may be available for your product. Contact us on the phone or email address provided for more details. Please provide your product name/model number details, date of purchase and part you require.