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Our Warranty

All OZtrail Products come with a manufacturer's warranty. Below is an excerpt of an OZtrail warranty statement for non-commercial products (your specific product may have individual warranty terms and lengths, check your individual product for its warranty):

OZtrail warrants all OZtrail branded products against defects of material or manufacture for a period of 1 year from the date of initial purchase, some individual products will be given longer manufacturer's warranty periods, check the individual product owner's manual or packaging if you are unsure of your particular product warranty. As well, some individual parts of products may have shorter, or longer periods, these will be noted on the packaging or owner's manual. OZtrail will repair or replace the product, at its discretion, should a warrantable defect arise within the warranty period. If the exact model is unavailable a model of equivalent nature will be substituted at our discretion. This warranty excludes faults and failures caused by improper use and abuse; fair wear and tear; acts of nature that are beyond the products specifications; or failure to follow instructions regarding usage, care or maintenance. Products used for a commercial nature are not covered by this warranty against defects.

A warranty may be claimed by returning the product to its place of purchase, with a detailed proof-of-purchase clearly showing the date and detail of the purchase. You may also contact OZtrail Leisure Products, by phone: 07 3193 1110, or in writing: PO Box 1110, Eagle Farm, 4009, QLD, by email: warranty@oztrail.com.au. The benefits under OZtrail's warranty against defects are in addition to other rights and remedies under law in relation to goods.

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.

In any instance where there is a conflict between any warranty statement provided with the physical product and this web page, the warranty statement provided with the product shall prevail.

What is the process for resolving a warranty issue?

There are a number of ways to claim on your warranty:

1. Return your product to the retailer. This may mean their physical shopfront or their online sales department if you bought it online. The retailer will then handle your warranty negotiations with OZtrail for you.
2. If you are not geographically close to the retailer of purchase, you can contact the OZtrail Head Office. We will then contact you with another retailer that is in your vicinity that will assist you.
3. Ship the product to our warehouse. You can ship your product to OZtrail; however, this will often slow the process down for you, as well, should the product not be deemed warrantable, shipping costs to return the product to you will likely be at your own cost. We recommend contacting the OZtrail Head Office prior to making use of this option to ensure your product is managed through this process.

OZtrail Warranty Information
Effective 26/06/14.