

Thank you for purchasing your

BodyAdjust

Sleep System

by



LIMITED WARRANTY

This warranty is provided by:

MULTiWAY Trading (Aust) Pty Ltd
ABN: 15 632 194 319
Unit 1 & 2/12 Commercial Drive, Ashmore QLD 4214

Phone: 1300 168 584
Email: sales@multiway.com.au

MULTiWAY Trading (Aust) Pty Ltd (Multiway) products are manufactured to high quality standards and are thoroughly tested and inspected before leaving our factories. In addition to any statutory rights you may have, Multiway warrants all of its products sold directly or via an Authorised Multiway Distributor against defective workmanship and faulty materials from the date of purchase by the end-user for a period of twelve months unless otherwise specified for that product and its components.

WARRANTY CLAIMS

Multiway undertakes that if during the Warranty Period any Product, or any part of a Product, has failed to operate correctly due to faulty Workmanship or defective Material, it will repair or replace the Product or part (as the case may be) free of charge (excluding freight fees if applicable) provided the following conditions are met:-

- a. The consumer must contact the Retailer, Distributor or Multiway upon becoming aware of any defect to a Product. The consumer will then be provided with a Product Return Authorisation Form, which must be completed by the consumer and returned to Multiway at the address, phone and email address stated above together with satisfactory proof of purchase.
- b. Multiway will review the completed Form to determine whether there is a defect, and if so Multiway agrees to (at its own option) repair, replace or supply equivalent goods, or pay the cost of any of these remedies to the consumer.
- c. If Multiway requests the return of the applicable Product or part, the consumer will be responsible for the collection and freight costs of returning that Product or part to Multiway.

- d. The consumer acknowledges that they are also responsible for the freight costs to deliver any new Product or replacement part to them.

AT OUR DISCRETION

Parts may be removed and replaced with the same, or equivalent components. These may, or may not be identical to those previously issued with the product.

- Refurbished parts may be used to repair goods.
- Goods repaired may be replaced by refurbished goods of the same type rather than being repaired.

Multiway will not be held responsible for any repair other than those carried out by it, or one of its Authorised Service Agents.

Warranty repairs do not extend the length of the warranty period.

If products are supplied to a consumer within the meaning of the applicable Act, the consumer is entitled to consumer guarantees under the applicable Act which Multiway does not exclude, restrict or modify. In all other respects, and to the extent permitted by law, Multiway:

- a. Limits its liability for any non-excludable condition or warranty to rectifying any defects at its option, as set out above; and
- b. Excludes liability (whether express or implied) of any nature whatsoever for any consequential loss, damage or injury arising as a result of any fault in the Products.

This warranty does not extend to damage to Products which occurs during transit or transportation, or which is caused by any abuse, accident or improper installation, connection, use, adjustment or repair, or use of goods otherwise than in accordance with instructions issued by Multiway.

The warranty on Products is waived if any addition or attachment to the Product does not have Multiway's approval, or are not sold as Multiway products. The Products are designed to perform specific tasks established under test loads and unauthorised attachments may produce stress for which the design is not appropriate.

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LIMITED LIABILITIES

Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by faulty parts, manufacture or workmanship, and was not caused or substantially contributed to by other factors or circumstances beyond our control, including (but not limited to) defective installation, maintenance or repair, product modification or alternation, any neglect, misuse, or excessive use, normal wear and tear or failure to follow manufacturer's instructions.

Important notice for Australian consumers:

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. To obtain compensation, you will need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was a reasonably foreseeable consequence of a failure of Multiway to comply with a consumer guarantee under the Australian Consumer Law.

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PRODUCT RETURN AUTHORISATION

Please complete a separate form for every item being reported or returned to **MULTiWAY**. Entire products (whole, with accessories or options sold) are required for service, repairs, or warranty returns and claims. Please ensure that all components are returned with this form to your retailer or service agent.

GOODS TO BE SENT TO:-

COMPANY NAME:

PHONE NUMBER:

ATTN (CONTACT NAME):

STREET ADDRESS:

SUBURB: STATE: POSTCODE:

SENDER DETAILS:

NAME:

PHONE NUMBER:

If being returned by a distributor:

EMAIL ADDRESS:

COMPANY NAME:

POSITION:

STREET ADDRESS:

SUBURB: STATE: POSTCODE:

REASON FOR RETURN

Service Repair

Serial number:

Service call number (if already raised):
.....

Invoice number:

Trial Return

(or attach a copy of your Proof of Purchase to this form)

Consignment return

Please describe the problem:

Other

Product Code:

Product Description: