

Contact us or the place of purchase for further details.

Mann & Noble Pty Ltd
Building D/33 Quarry Rd,
Erskine Park, 2759 NSW, Australia

Australia:
Consumer Care: +61 (0) 2 8801 7666
Email: Philips.Massager.ANZ@mann-noble.com
Website: www.philips.com.au/support

New Zealand:
Consumer Care: +64 (0) 800 112 660
Email: Philips.Massager.ANZ@mann-noble.com
Website: www.philips.co.nz/support

Warranty Leaflet Australia / New Zealand

Philips Massager (Neck Massagers, Back Massagers, Massage Guns)

Mann & Noble Pty Ltd

Guarantee reference on the box refers to the
manufacturer's warranty provided with this product

In this warranty:

We or us means Mann & Noble Pty Ltd (ABN 87 147 260 197) or Mann & Noble New Zealand Limited (NZBN 9429046466167), and our contact details are set out at the end of this warranty;

You means the purchaser or the original end-user of the Goods;

Supplier means the authorised distributor or retailer of the Goods that sold you the Goods in Australia or New Zealand; and Goods means the product or equipment which was accompanied by this warranty and purchased in Australia or New Zealand. If you require assistance with the operation of the product, its features or specifications please call Mann & Noble on +61 (0) 2 8801 7666 in Australia or +64 (0) 800 112 660 in New Zealand or email Philips.Massager.ANZ@mann-noble.com.

Australia:

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. This is not a complete statement of your legal rights as a consumer.

New Zealand:

Our Goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993. This guarantee applies in addition to the conditions and guarantees implied by that legislation.

Additional Warranty:

In addition to the rights and remedies that you have under the Australian Consumer Law, Consumer Guarantees Act of New Zealand or any other applicable law, we provide the following warranty against defects:

1. If, during the first 2 years from their date of purchase from the Supplier (Warranty Period), the Goods prove defective by reason of improper workmanship or materials and none of your statutory rights or remedies apply, we will repair or replace the Goods without charge.
2. We do not have to repair or replace the Goods under this Additional Warranty if the Goods have been used for a commercial purpose; misused, improperly or inappropriately installed, operated or repaired; abused; damaged; or not maintained in accordance with the manufacturer's instructions.
3. Even when we do not have to repair or replace the Goods, we may decide to do so anyway. In some cases, we may decide to substitute the Goods with a similar alternative product of our choosing. All such decisions are at our absolute discretion.
4. All such repaired, replaced or substituted Goods continue to receive the benefit of this Additional Warranty for the time remaining on the original Warranty Period.
5. This Additional Warranty is limited to repair, replacement or substitution only. As far as the law permits, we will not be liable for any loss or damage caused to property or persons arising from any cause whatsoever.
6. In order to claim under this Additional Warranty, you must telephone us on +61 (0) 2 8801 7666 in Australia or +64 (0) 800 112 660 in New Zealand within the Warranty Period or email Philips.Massager.ANZ@mann-noble.com. You will be asked for details of the Goods, a description of the claimed defect and your personal details. Upon accepting your claim, we shall assist you with either returning the Goods to the Supplier for replacement or to the most convenient Philips Authorised Service Centre for your Goods to be repaired. In some cases we may require that you return to the Goods to us (at the address below) for assessment, repair, replacement or substitution.
* All returned Goods must be accompanied by a valid return number. Items that do not have a valid return number will not be accepted for delivery and returned to sender.
7. This warranty is only valid and enforceable in Australia and New Zealand.