

## THE KINETIC EDUCATION PRODUCT WARRANTY FORM

Our goods come with guarantees that can not 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 reasonable 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 mount to a major failure.

Kinetic Education (Aust) warrants the software product for a period of 6 years and will immediately replace for the purchaser any software product, which is found to be defective. The defect must be found to be a manufacturing defect before the software product is replaced. The purchaser agrees that any defect caused by the purchaser will not warrant replacement of the product.

Procedure for claiming:

1. Contact the Kinetic Education customer support line on 1800 622 657 and advise of the defect.
2. If required by the customer support team, return the defective product and a filled in copy of this warranty form by courier or registered post to:

**Kinetic Education (Aust)**  
**PO Box 1153**  
**Frankston**  
**VIC 3199**

3. Upon receiving the faulty goods and Kinetic Education (Aust) verifying that the goods are in fact faulty, Kinetic Education (Aust) will replace the goods via express post at no charge.

**Please contact our Customer Support Team on 1800 622 657 prior to filling in this warranty form and returning any faulty goods.**

Customer Name (as shown on tax invoice): \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number (home): \_\_\_\_\_

Contact Number (mobile): \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Description of Fault: \_\_\_\_\_

Items Returned: \_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Customer Name

\_\_\_\_\_  
Signed

**Send to: Kinetic Education (Aust), PO Box 1153, Frankston, VIC 3199**