

# ↗ DOMETIC

# MOBILE LIVING

# MADE EASY.

## Customer care

### Warranty and service

Dometic Australia Pty. Ltd. ABN 62086366305

As the purchaser of a new Dometic product you are entitled to full warranty cover under the conditions herein.

#### TO REGISTER YOUR WARRANTY

Please complete and return this form together with a copy of your receipt within 60 days of purchase to:

Dometic Australia Pty Ltd  
PO Box 2495  
Burleigh DC  
QLD 4220  
AUSTRALIA

Please note: Should you choose not to register your warranty, keep your receipt in case warranty service is required.

On receipt of these documents your details will be entered into our customer data base. This will make it easier for you in the unlikely event that you require a warranty repair anywhere in our network of service agents across the country. If you need assistance filling out this form please call us on 1800 21 21 21 (AUS) or 09 622 1490 (NZ).

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

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

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Tel: (home) \_\_\_\_\_ (mobile) \_\_\_\_\_

Email: \_\_\_\_\_

Model purchased: \_\_\_\_\_ Serial no: \_\_\_\_\_  
(If available)

Date of purchase: \_\_\_\_\_

Retailer's name: \_\_\_\_\_

Retailer's address: \_\_\_\_\_

## WARRANTY TYPE DEPENDS ON PRODUCT:

Warranty type	Products covered	Warranty description
1 year	• Cool-Ice Insulated Cooler Bag, CIB-xx range	Full warranty covering all manufacturing defects for 1 year from date of purchase
5 year	• Cool-Ice Icebox, all models in WCI-xx and CI-xx ranges	Full warranty covering all manufacturing defects for 5 years from date of purchase

## DOMETIC CUSTOMER CARE WARRANTY & SERVICE

### HOW DO YOU GET SERVICE?

Visit [dometic.com](http://dometic.com) to locate your nearest service agent or call our customer care team on 1800 21 21 21 if you would prefer to discuss your problem and get some assistance with the best service agent for you.

### WHAT DOES THE WARRANTY COVER?

1. All reasonable normal use.
2. a. Any defect in design or manufacture which results in the product failing to perform substantially as described in authorised Dometic advertising or literature.  
b. We will either repair or replace the product at our discretion providing that the fault is found to have been caused by a design or manufacturing defect and not misuse, tampering or lack of maintenance.

### THE WARRANTY DOES NOT COVER

- a. Any damage resulting from improper use, or extreme misuse.
- b. Modification made to the product.
- c. Travel and/or other expenses due to customer remote location.
- d. Transport charges and damage in transit. It is your responsibility to deliver and pick up your product via one of our service points, including any costs associated with the postage of your repair or replacement product should you not be able to arrange in person. If you do freight your product, we recommend that you insure against loss or damage.
- e. Any loss directly or indirectly associated with the product failing to function.

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. The benefits provided to you as the consumer by this warranty are in addition to other rights and remedies available to you under the law.

Dometic Australia reserves the right to change the warranty conditions at any time by public notice and by attaching a clear change of warranty term and conditions notice to the product visible at time of purchase.

No party other than Dometic Australia Pty. Ltd. is authorised to change the terms or conditions of this warranty.

### For service or assistance please phone 1800 21 21 21 (AUS) or 09 622 1490 (NZ)

For information on other Dometic products and accessories visit [dometic.com](http://dometic.com)