



Manufacturer's Warranty Against Defects

Please read this warranty carefully. Record or attach your purchase receipt to this warranty and **keep it in a safe place**. You must produce both the warranty and proof of purchase in the event of a Manufacturer's Warranty Against Defects being required.

When you purchase The Survival Sign SOS signal (Model 15x25) you automatically receive a ONE YEAR Manufacturer's Warranty Against Defects covering this product.

For Australian customers:

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 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.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

This warranty does not cover:

Defects to the product caused by accident, misuse, neglect or an 'Act of God.'

In Australia, if you need assistance:

Call Customer Care to talk to one of our team members.

Phone: 02 8197 2900

Email: help@thesurvivalsign.com

Postal Address: PO Box 131, Ballina NSW 2478

If you need service:

If you call or write, please provide: name, address, model number, receipt number, date of purchase and a description of the problem. This information is needed in order to better respond to your service request.

Manufacturer's Warranty Against Defects Product Details

Model _____ Receipt No. _____

Date of Purchase _____ Purchaser _____

Retailer _____ Suburb _____

Town _____ Country _____

Thank you for choosing The Survival Sign SOS signal (Model: 15x25) to help you to be seen by search and rescue if you are lost or in distress in a survival situation.