

Fair Warranty Charter

Introduction

The Fair Warranty Charter (the Charter) sets out the warranty rights that Australian consumers expect when purchasing goods and services. Most of these rights are contained in current law. Where laws differ between states the Charter provides for best practice. A customer has the right to make a complaint if their expectations are not met.

In-store information

1. We commit to provide clear and accurate in-store information to you about your warranty rights. This includes informing you that:
 - manufacturers' or extended warranties do not override or alter your statutory rights, regardless of their terms and conditions
 - your statutory rights do not have a set time limit, and that you may be entitled to a remedy after a manufacturers' or extended warranty has expired
 - where extended warranties are offered, we will clearly and accurately explain how the extended warranty provides additional protection and care above your automatic legal rights

Warranty Rights

2. We commit to honour all our legal obligations that relate to your warranty rights.
 - We will consider all statutory warranty claims in good faith.
 - We acknowledge that it is our responsibility to provide a remedy where goods or services do not meet the necessary legal obligations
 - We acknowledge that claims may be made after any manufacturers' or extended warranty has expired.
 - We will not refer you to the manufacturer where we are legally required to provide a remedy
 - Where goods do not meet the legal obligations, we commit to provide you with clear and accurate information about the remedies the law entitles you to
 - We commit not to mislead you about your warranty rights

Compensation/Temporary Product Replacement

3. We acknowledge consumers' right to compensation where a product failure causes inconvenience or loss, and will endeavour to avoid that inconvenience or loss, for example, by providing a temporary replacement product while repairs occur or product is permanently replaced.

Complaints

4. We commit to deal with complaints in a timely way, and to communicate our complaints handling processes to you.

Training

5. We commit to train our management and sales staff about our warranty and refund obligations under the law.

More information for consumers can be found at www.choice.com.au/warranties

More information for retailers can be found at www.choice.com.au/warranties

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