

## PRODUCT WARRANTY

This warranty is given by APS 000 Pty Ltd trading as 3G Safety Watch (ABN 52 602 590 152) of Level 29, Chifley Tower, 2 Chifley Square, Sydney, NSW 2000 (“**3G**”, “**We**” or “**Our**”), to you (“**You**” or “**Your**”) in respect of products sold to You by 3G (“**3G Products**”).

The benefits under this warranty are in addition to other rights and remedies You may have in relation to 3G Products available at law. 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.

### Warranty period

3G warrants the following 3G Products against defects in materials and workmanship for the respective warranty periods, commencing from the date of purchase:

- 3G Safety Watch: 12 months

(“**Warranty Period**”).

You may extend the Warranty Period for an additional 12 months for a total cost of \$120 incl GST.

### How to make a claim

You must notify 3G promptly and in writing of a claim under this warranty. Written notices can be sent by post to: Attention 3G Safety Watch Claims Department level 29 Chifley Tower, 2 Chifley Square, Sydney NSW 2000 or by email to [enquiries@TheSafetyWatch.com](mailto:enquiries@TheSafetyWatch.com). Warranty questions can also be directed to 02 9238 8088. You must have proof of purchase of the 3G Product to make a claim under this warranty.

Following receipt of a claim under this warranty, 3G will confirm whether 3G Product must be returned to 3G for inspection. 3G will bear the cost of delivery of the 3G Product, and will send You a pre-paid postage label for return of the 3G Product. Alternatively, 3G may arrange for a courier to pick up the 3G Product during business hours (between 9am and 5pm, Monday to Friday) for delivery to 3G. The 3G Product must be returned, with proof of purchase and your contact details (including contact email address), to: 3G Safety Watch Claims Department level 29 Chifley Tower, 2 Chifley Square, Sydney NSW 2000

Once the 3G Product has been delivered to 3G, 3G will email You to confirm that the 3G Product has been received.

3G aims to inform You of its assessment of your warranty claim within 30 days. If 3G finds on examination that the 3G Product is defective in materials and workmanship and is within the Warranty Period, then 3G will repair or replace the 3G Product free of charge. You are responsible for backing up all data on a 3G Product that is being repaired or replaced, and acknowledge that repair of a 3G Product may result in the loss of data.

3G will bear the cost of return delivery of the repaired 3G Product, or replacement product, to You. The Warranty Period is not renewed or extended as a result of this repair or replacement.

### Exclusions

This warranty does not apply:

- to consumable parts of 3G Products (such as batteries), unless failure has occurred due to a defect in materials or workmanship;
- to cosmetic damage to 3G Products, including scratches and dents;
- if the 3G Product has been repaired or modified by a third party without 3G’s consent;

- to damage caused by accident, or abuse and misuse of the 3G Product or another external cause outside of 3G's control;
- if you have damaged the seal and have opened the 3G Product case and/or tampered with the SIM card; or
- to defects caused by normal wear and tear, or normal ageing of the 3G Product.
- if you swim or shower more than 30 minutes with the 3G Product

### **General**

This warranty gives specific legal rights. You may have other rights depending on the jurisdiction in which You purchased the 3G Product, or where You are located.

You can contact 3G by calling 02 9238 8088 between 9am and 5pm EST Monday to Friday, or by sending an email to [enquiries@thesafetywatch.com](mailto:enquiries@thesafetywatch.com)