

1 Year Koala Warranty

Electrical components

At Koala, we design our products with a focus on you - using only high-quality components and materials that align with our values - allowing you to focus on the fun stuff, like relaxing!

That's why, if something does go wrong, we've got you covered with the Koala Warranty.

This Koala Warranty is provided by Koala Sleep Pty Ltd (ABN 18 605 237 090), which has offices at Unit 12, 37-41 O'Riordan Street, Alexandria, NSW 2015, Australia.

What does this Koala Warranty cover?

Our 1 year Koala Warranty for electrical components covers the replacement or repair of any electrical component that has a manufacturing or material defect where:

- the defect **is not** the result of normal wear and tear; and
- the electrical component **is** used in the usual course, for its intended purpose and following our recommended care and use information.

We also offer separate warranties for our furniture, mattress and homewares and bedding products (which do not apply to any electrical components contained in those products) that you can find at this link: <https://koala.com/en-au/warranty>.

This Koala Warranty:

- is personal to you, the original purchaser;
- cannot be transferred to anyone else; and
- is only applicable while you are resident in Australia.

This Koala Warranty begins on the date that you receive your product in which the electrical component is installed, and continues for 1 year from that date.

What isn't covered by this Koala Warranty?

We do not give any warranty:

- that electrical components will always operate uninterrupted or without error; or
- in relation to any device, product, software or service that is provided by a third party.

Unfortunately, the following are not covered by this Koala Warranty:

- where the electrical component, or the product in which the electrical component is installed, has been purchased or otherwise acquired from a person or business other than Koala;
- normal wear and tear, which includes cosmetic damage and the degradation of any battery incorporated in the electrical component;
- environmental factors outside of Koala's control, such as excessive moisture, heat and cold that causes damage or impairs function to the electrical component (which includes, but is not limited to, damage caused by mould or water);
- where the electrical component is stored or used in an outdoor environment;

- damage caused by:
 - improper use, cleaning, maintenance, treatment or storage, or otherwise caused by your acts or omissions (including, but not limited to, damage caused by pets);
 - alterations or modifications made to the electrical component
 - the electrical component being used in an abnormal manner and/or not for its intended purpose; or
 - any third party device, product, software or service;
- where the electrical component, or the product in which the electrical component is installed, is used for commercial purposes;
- where any serial number on the electrical component has been altered, defaced or removed;
- any products sold as seconds, returns or similar, or where the defect had been drawn to the customer's attention when it was purchased; and
- any consequential or incidental damage.

How to make a claim?

Please give us a call on 1800 575 337 or drop us an email via support@koala.com so we can help get any issue sorted. We will require the following information from you to review a claim:

- details of the defect;
- proof of purchase;
- clear photos of the defect; and
- clear photos of the electrical component or serial number.

Koala will make every effort to promptly review your claim. If we determine that your claim is valid, we will (at our election) repair the defect or replace the electrical component. We may ask you to arrange transport of the electrical component to Koala for repair or replacement. If the electrical component is discontinued or not available, we may elect to replace the electrical component with a similar alternative.

The Koala Warranty applies from the date you receive your product in which the electrical component is installed and will not restart from the date of any replacement or repair. The replacement or repaired electrical component will get the benefit of the remainder of the original warranty period.

Consumer Guarantees

The benefits provided under this Koala Warranty are in addition to the rights and remedies of a consumer under the Australian Consumer 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 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.