



12 MONTH REPLACEMENT WARRANTY

Thank you for purchasing our PWRON Smart Device – if you believe your device is faulty or defective we offer a full replacement warranty for a 12 month period from date of purchase.

As a valued customer, please contact us with any device issues immediately (even after 12 months) as we may be able to provide a replacement solution (with a valid subscription).

Once you believe your device is faulty or defective, please cease using product and contact us immediately with any of the below contact details (email preferred please):

Via email:

tim@pwron.com.au

Via phone:

0429 676 045 (Mon-Fri / 9am-5pm only)

In writing:

PWRON Pty Ltd

125 Dalrymple Road, Townsville QLD 4814

The postage of the faulty item back to PWRON headquarters (address above) will be at owners expense, however there will be no additional fees for postage and handling of replacement device and your subscription will be credited for any time that you are not being monitored (due to cease of product use)

The benefits of this warranty are in addition to other rights and remedies available to the consumer under the 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.

