

Warranty policy

Product Warranty

The product warranty shown on or in its packaging is provided by Sheldon & Hammond Pty Ltd of 24 Salisbury Road, Asquith NSW 2077. If the product has a defect within the warranty period stated on or in its packaging which is not caused by your misuse or abuse, we will repair the product. To make a warranty claim call us on 1800 808 971 or email warranty@sheldonandhammond.com.au

Product returns should be sent, free of charge, to: Returns, Reply Paid 837, Sheldon & Hammond, Hornsby, NSW 1630. Our goods come with the 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. The benefits to the consumer given by the warranty are in addition to other rights and remedies of the consumer under the law. Proof of the products purchase is required.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.