



## STYLING TOOL | WARRANTY

Silk Oil of Morocco styling tools 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 styling tools repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Silk Oil of Morocco adheres to Australian Consumer Law which agrees to the condition that the consumer is entitled to replacement, refund or repair of the Silk Styling Tool in the event of an unforeseeable fault or damage caused within 12 months from the receipt date of purchase. Please ensure that the following terms and conditions against the warranty of defects and the warranty period is understood prior to contacting Silk Oil of Morocco in which the benefits apply to the consumer under the statutory rights and remedies of the purchaser through the Competition and Consumer Act 2010 (Cth). It is the responsibility of the buyer or receiver to ensure they have registered their Silk Styling tools at [www.silkoilofmorocco.com.au](http://www.silkoilofmorocco.com.au) under the tab "contact us" – product Warranty register. This must be done within 14 days of purchase to activate your 12 month manufacturer warranty. This does not affect your consumer rights.

### **WARRANTY PERIOD:**

All Silk Styling tools have a 12 month warranty period active from the date of receipt. This entitles the consumer to contact Silk Oil of Morocco for a repair or replacement of the product at our discretion within this period. Silk also offers a 30 day money back guarantee. You can contact the Silk Oil of Morocco Customer Service Team on: (07) 3880 3380 or Email: [info@silkoilofmorocco.com.au](mailto:info@silkoilofmorocco.com.au).

### **WARRANTY EXCLUSIONS:**

Silk Oil of Morocco reserves the right to the following warranty exclusions, in which a consumer is not entitled to the replacement, repair or refund of the Silk Styling Tool.

1. Fault caused through incorrect usage will not be covered by the warranty.
2. Accidental damage, misuse or neglect cannot be covered, but Silk Oil of Morocco may be able to assist with a repair, which is subject to an additional charge.
3. Repairs attempted by a third party will result in voiding the warranty.
4. Silk Styling tools purchased from unauthorised distributors will result in the warranty not being honoured and in this case the consumer will need to contact the seller directly.
5. If compliance labels or any other identifying marks have been removed or rendered illegible.
6. The product has been used for anything other than its intended purpose which is outlined in the Silk Styling tools operating instruction manual.
7. The product has been tampered with and/or modified from its original specifications.
8. Maintenance has not been performed regularly as outlined in the products instruction manual.
9. Damage or failure from exposure to fire or moisture.
10. Natural wear and tear damage expected during normal use of the Silk Styling tools.
11. Failure to register the product on [www.silkoilofmorocco.com](http://www.silkoilofmorocco.com) and validate the warranty within 14 days of purchase.
12. The Silk Argan Professional Steam Styler has been produced to work in conjunction with the Silk Oil of Morocco Argan Steam Conditioning Treatment only (see manual). If any other liquid is used in the styler chamber the warranty will be void.

### **LIABILITY:**

Silk Oil of Morocco is not liable for any consequential damage or economic loss whether direct or indirect to any persons or property risen by product failure to the fullest extent permitted by Law.