

Warranty

Warranty terms & conditions

The LiveLife Alarm comes with a standard 12 months warranty from date of purchase. If the alarm unit or pendant has a manufacturing defect causing it to fail within the first 12 months of purchase, we will replace it free of charge or refund you the purchase price.

Troubleshooting procedure

If your Alarm has stopped working please refer to the 'Troubleshooting' section of the User manual on page 8 and check to see the cause of the failure is not due to incorrect operation or that it can be easily rectified.

How to claim against your warranty

If after consulting the 'Troubleshooting' section the Alarm is still not working, then please contact us to arrange to have the alarm returned for a warranty claim assessment.

Your guarantee under 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.

Circumstances that can void your warranty

Please be aware your warranty can become void if any of the following have occurred:

- (a) The Alarm unit case has been opened or been tampered with.
- (b) The Alarm has been modified or not used in accordance with the instructions supplied by LiveLife Alarms.
- (c) The Alarm has been dropped or suffered damage from physical impact.
- (d) The Alarm has been damaged by a fire or has been damaged by being exposed to excessive heat from direct sunlight or other sources.
- (e) The Alarm has been used with an incorrect power adaptor.
- (f) The Alarm has been subject to an incorrect voltage due to lightning or a power surge.
- (g) The Alarm base unit has been subject to a liquid spillage causing a failure.
- (h) Leaking back-up batteries have been left in the base alarm unit or pendant (FOB).

Contact details for warranty claims

Email: info@livelifealarms.com.au

Phone: 03 5744 3580

Website: www.livelifealarms.com.au