

# GREEN GADGETS AUSTRALIA



## Genuine Aussie Seller

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Every item we sell at Green Gadgets Australia has been tested at, and will dispatch from, our Sydney based facility. We do not drop ship any products from overseas as many of our competitors do! We are a trustworthy Australian registered proprietary company and have been approved by NSW Fair Trading for pawnbroking and second-hand dealing.

## Genuine Products

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Every device we sell has been cross checked against a police database to determine its legitimacy. All of our products come from trusted sources and are 100% authentic. We do source 3rd party accessories such as cables or chargers and will include these with your items when branded accessories are not available.

## Warranty

Our warranty covers any faults that occur in the first 12 months from date of shipping - however this can be extended if there are delays in shipping. This excludes faults caused by the way the device is treated and/or used by the customer.

### **Important – Warranty conditions**

Products are not expected to be indestructible; use of a smartphone can affect its durability. The warranty will not apply in the below instances:

- Cracked screen or physically damaged
- Water damage
- Software that has been tampered with
- Unauthorised repairs (3rd party repairs)
- Customer has failed to take reasonable steps to avoid the quality becoming unacceptable
- Customer has used the product abnormally

### **How do I submit a Warranty Claim?**

1. Ensure your device is within 12 months from order date.
2. Send an email to [customer.care@greengadgets.net.au](mailto:customer.care@greengadgets.net.au) with the following information:
  - Your full name and contact details
  - Your Order/Invoice Number
  - Description of Fault

3. Our Sales Support Team will advise of your Return Merchandise Authorisation (RMA) number within 24 hours along with instructions on how to ship your item to us.
4. Our Technicians will inspect the device to identify the fault. Our Sales Support Team will advise you of one of the below three (3) outcomes:
  - **Fault Identified:** A replacement device will be shipped to you if available (or refund provided if no replacement is available).
  - **Device Warranty Rejected:** The device will be returned to you.
  - **Device iCloud/Google Locked:** You will receive a notification email from Alegre to remove iCloud/Google lock. NB: The device will be returned if still locked after 5 days.

**NB: Google or iCloud Locked devices**

Apple and Google (Android) devices may have an account lock (either iCloud or Google Account) and until this is removed we are unable to access the device to process the device for warranty. Our SalesSupport Team will notify you if a device is locked and if the device remains locked after 5 days, the product will be returned to you.

5. Need to contact us, here are our details:

Company Name:	<b>Green Gadgets Australia</b>
Shipping Address:	<b>Reply Paid 86913 Locked bag 5103 Frenchs Forest NSW 2086</b>
Phone:	<b>1300 981 361 (Mon -Fri, 9am to 5pm AEST)</b>
Email:	<b>customer.care@greengadgets.net.au</b>

**Important Information**

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- To cancel your service contract with us; and
- To a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.