



Kress Warranty Statement

Our goods come with guarantees in addition to any rights and remedies you may have 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. Where a failure does not amount to a major failure, we are entitled to choose between providing you with a repair, replacement or refund. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was a reasonably foreseeable consequence of a failure by us to comply with a consumer guarantee under the Australian Consumer Law. Such evidence may include photographs, statutory declarations, receipts or reports (e.g. from your doctor), depending on the loss or damage. You may also have the benefit of certain non-excludable rights and remedies under similar provisions of relevant state legislation.

Warranty for Kress Products

In addition to any rights and remedies you may have under the Australian Consumer Law and any other applicable law, we offer a limited warranty against defects for Kress products purchased and supplied within Australia. Specifically, we warrant that your Kress product will be free from material defects in workmanship and materials for the warranty periods specified in this document:

If your Kress product is covered by this warranty and becomes defective due to faulty materials or workmanship within the above limited warranty period from the date of purchase, we will, at our option:

- Replace or repair all defective parts, free of charge; or
- Repair the product free of charge; or
- Replace the product with a new or reconditioned product free of charge.

Registration for Warranty Extension for Kress Products

See the Warranty Coverage Table in this document for details on the extended warranty period.

We offer to extend the warranty period from the date of purchase of the product when registered online within 30 days of purchase. Warranty repairs of Kress products under this extended warranty will only be made via service centres authorised by us. The extended warranty period only applies if:

- "Equipment/Skins - Domestic Use" only: Your use of the product has been exclusively for personal or domestic (non-commercial) purposes; and

- You complete warranty registration on the site www.kress.com/en-au/ within 30 days of purchase.

The extended warranty period may not apply, at our discretion, if you have failed to meet either or both of the above conditions.

This warranty does not cover:

1. Product malfunctions, damage or defects resulting from natural wear and tear of the product, its components, machines, mechanical components, as well as accessories, such as: electrical cables, cutting equipment, filters etc.
2. Mechanical defects or damages caused by factors other than use in accordance with rules / instructions in the operating manual;
3. Damages or defects caused by improper use of the product, neglect, accident or operating the product when it is known to be defective (misuse / operator error);
4. Damages or defects resulting from overheating, overloading, mechanical stress, penetration of precipitations, liquids, insects or non-waste substances (such as chips, sawdust) into the product body accompanying its use for the intended purpose;
5. Damages or defects resulting from product overload including, among others, the appearance of: tinge colors, deformation or flashing of parts and components of the product, darkening or charring of insulation, damage to the motor;
6. Damages or defects caused due to noncompliance with the maintenance periods specified in the product operating manual;
7. Damages or defects caused due to noncompliance of the parameters of the power supply network with the requirements for the power supply network indicated on the product (incorrect power supply) or by electrical storm damage;
8. Damages or defects caused due to cleaning tools with chemically aggressive or corrosive liquids;

9. The costs of repairs carried out by non- authorised repairers or not at an authorised Kress dealership, or the cost of correcting such unauthorised repairs;
10. The product has been misused, abused, neglected, altered, modified or repaired by anyone other than an authorised Kress dealership or as otherwise directed by us;
11. Repairs or replacements made using spare parts, replacement parts or additional components that are not manufactured, approved or supplied by us or our authorised suppliers, as well as for defects or damages resulting from the use of non-original spare parts.
12. Damages or defects resulting from inadequate or incorrect site preparation;
13. The cost of any service provided which is not related to any defect in the product;
14. A product where the serial number has been removed, defaced, changed or tampered with in any way;
15. Changes which occur in the condition or operational qualities of the product due to incorrect storage, mounting, climate or any other influence outside our control;
16. Transportation or travelling costs incurred in returning products (or any of their component parts) for repair, including the cost of returning them to us or any authorised Kress dealer or other person authorised by us.

How to make a claim

To make a warranty claim please contact your authorised Kress dealership. To make a claim you will need to provide your proof of purchase in the form of a valid receipt that displays the date and place of purchase. If you are required to return the product to your authorised Kress dealership for repair or replacement, you must ensure it is cleaned, free from debris or residues and securely packed. We have no responsibility for loss or damage of the product in transit or prior to it being received.

What else you need to know

This warranty does not replace but is in addition to your statutory rights, including rights under the Australian Consumer Law and similar applicable provisions of relevant state legislation. This warranty applies only to the original purchaser and may not be transferred.

Apart from this warranty and any non-excludable consumer guarantees under the Australian Consumer Law or similar provisions of relevant state legislation, all other warranties, guarantees or representations express or implied and whether arising by virtue of statute or otherwise are excluded to the extent legally permitted.

Apart from our obligations in respect of this warranty or any guarantees under the Australian Consumer Law or similar provisions of relevant state legislation, to the extent legally permitted we will not be liable for any other claims or damages including, but not limited to, claims for faulty design, negligent or misleading advice, damages arising from loss or use of your product, or any indirect, special or consequential damages or injury to any person, corporation or other entity.

All repairs and replacement products will be covered by the warranty for the balance of the warranty period commencing from the date of the original purchase.

Right to Make Changes

Kress reserves the right to make any changes to Kress products or warranty coverage at any time without incurring any obligation with respect to any product.

This warranty is provided by Positec Australia Pty Ltd

ACN 101 682 357

Suite 3.20 (Level 3)

Platinum Building (West Wing)

4 Ilya Avenue

Erina, NSW, 2250

Australia

Phone number: 1300 085 013

Email address: salesau@kress.com

Web: www.kress.com/en-au/

Warranty Coverage Table		
Product Segment	Professional / Commercial Use	Domestic / Home Use
60 V Equipment (Models start with KG)	2 Years	5 Years (2+3* Years)
60 V Batteries and Chargers	2 Years (KA3000 1 Year)	2 Years

*Warranty extension is subject to customer registration of their Kress products at www.kress.com/en-au/ within 30 days of purchase.

**Applicable to products purchased after January 1, 2024