

# Warranty Information

Swing tags are attached to all products have a clear description of the item, intended use, the dog size appropriate to use of the product and warranty terms and conditions.

Sometimes customers do not read the swing tag and attempt to claim outside of warranty terms and conditions. Please ensure that you have followed all information on product swing tag regarding product selection and intended product use prior to making any claim.

The following **Interactive Play** items **are not** covered by any warranty against destruction as their specific design purpose is NOT as a chew toy but an Interactive product:

Thong Range, Chook Range, ...'IT' range, Mitch Balls, Catch Balls, Long Balls, Aussie Dog Discs, Buddy Balls and Monster range.

The following **Alone Play** items **are** covered by a **Replacement Warranty** against destruction within the warranty period.

<b>Staffie Balls</b>	We offer a 12 Months warranty against destruction, not for normal wear and tear.
<b>Tucker Balls</b>	We offer a 6 Month warranty against destruction, not for normal wear and tear. For use with Staffie/Pitbull type breeds, warranty only applicable to LARGE Tucker Ball.
<b>Enduro Balls</b>	We offer a 12 Months warranty against destruction, not normal wear and tear. <i>Please note: There is no warranty on any Enduro Ball that has been used by a Staffie breed or Pitbull breed.</i>
<b>Home Alone</b>	We offer a 6 Month warranty against faulty workmanship only, not normal wear and tear. No other claim will be entertained. Spare parts are available.
<b>Bungie Chook</b>	We offer a 6 Month warranty against faulty workmanship only, not normal wear and tear. No other claim will be entertained. Spare parts are available.

# Warranty Information

## Australian Purchases:

- **IN STORE REFUND AND REPLACEMENT PROCESS**

All products must be returned **within the individual warranty periods** to place of purchase, with proof of purchase.

Store may grant refund or replacement providing product has failed under stated warranty terms and conditions.

*Example...* product has been correctly used, installed and sized to dog but has still failed.

All claims under warranty are limited to **ONE REPLACEMENT ONLY**.

Returns to place of purchase are done at the customers own expense.

- **STORE REIMBURSEMENT PROCESS**

Credits or replacement stock will be provided by you're distributor of Aussie Dog products pending approval from Aussie Dog.

Approval will be granted providing claim abides by stated warranty terms and conditions.

Aussie Dog can be contacted directly if needed to resolve potential claims or reimbursements outside normal terms, conditions or circumstances.

## International Purchases:

Aussie Dog must be contacted **within the individual warranty periods**. After contact, the product must be returned to Aussie Dog in Australia with proof of purchase.

The cost of return of the product to Aussie Dog in Melbourne, Australia is done at the customers own expense. During the product return, Aussie Dog will not be held liable for any lost items or delays due to delivery issues which are outside of our control.

Please contact Aussie Dog [sales@aussiedog.com.au](mailto:sales@aussiedog.com.au) prior to any product return to discuss your claim