

Product Warranty for Guard Up Mouthguards



Guard Up Mouthguards Warranty

Effective Date: June 19, 2024

1. Introduction

Guard Up Mouthguards ("we," "our," "us") is committed to providing high-quality products and services. This warranty covers our 3D-printed sports mouthguards ("Product") against defects in materials and workmanship under normal use.

2. Warranty Period

The warranty period is one (1) year from the date of purchase.

3. Coverage

During the warranty period, we will repair or replace, at our discretion, any Product found to be defective in materials or workmanship. This warranty applies only to the original purchaser and is non-transferable.

4. Exclusions

This warranty does not cover:

- Normal wear and tear.
- Damage caused by misuse, abuse, neglect, or improper maintenance.
- Damage resulting from unauthorized modifications or alterations.
- Damage caused by improper storage or exposure to extreme temperatures, chemicals, or moisture.

5. Warranty Claim Process

To make a warranty claim, please follow these steps:

1. **Contact Us:** Notify us of the issue by contacting our customer service at info@guardupmouthguards.com.au or 0404822203 within the warranty period.
2. **Provide Proof of Purchase:** Include a copy of your original receipt or proof of purchase.
3. **Describe the Issue:** Provide a detailed description of the defect and, if possible, include photographs.

4. **Return the Product:** If requested, return the defective Product to us for inspection. You are responsible for shipping costs associated with returning the Product.

6. Our Responsibilities

Upon receiving your warranty claim, we will:

- Evaluate the claim to determine if it is covered under this warranty.
- Repair or replace the defective Product at no additional cost to you if the claim is approved.
- Return the repaired or replaced Product to you at our expense.

7. Limitation of Liability

Our liability is limited to the repair or replacement of the Product as outlined in this warranty. We are not liable for any incidental or consequential damages, including but not limited to, lost profits or other economic losses, arising from the use or inability to use the Product.

8. Governing Law

This warranty is governed by the laws of Australian Competition and Consumer Commission (ACCC) Any disputes arising from this warranty will be resolved in accordance with the laws of ACCC.

9. Changes to This Warranty

We reserve the right to modify this warranty at any time. Any changes will be posted on our website and will apply to Products purchased after the effective date of the modification.

10. Contact Information

If you have any questions or need further assistance, please contact us at:

Guard Up Mouthguards

Email: info@guardupmouthguards.com.au

Phone: 0404822203

Guard Up Mouthguards is dedicated to ensuring the satisfaction and safety of our customers. We stand behind the quality of our products and are here to support you should any issues arise.

