



Home ESPRESSO MACHINE



GLORIA JEAN'S COFFEES™ WARRANTY

1. Warranty details

- (a) If your product develops a fault or defect during the warranty period, and subject to the terms below, we will repair it or replace it.
- (b) We offer this warranty on top of any guarantees imposed by the Competition and Consumer Act 2010 and any other applicable State or Territory legislation.
- (c) The warranty applies for 12 months from the date of purchase.
- (d) The warranty covers fault or defects in the product's materials or manufacturing.
- (e) The warranty does not cover:
 - (i) misuse, or use other than in accordance with the product's instructions;
 - (ii) negligence on your part;
 - (iii) normal wear and tear; or
 - (iv) faults or defects caused by third parties, including work done by unauthorised service or repair agents.

2. Making a warranty claim

- (a) To make a claim you should first contact us by telephone on 1300 889 624.
- (b) After you have initiated the claim via the telephone, we will ask you to return the product to the Gloria Jean's Coffees' coffee house from which you purchased it.
- (c) You will need to present your receipt as proof of purchase in order to make a claim under the warranty.
- (d) You will also need to complete the customer details in the claim form below and provide that to us with the product.

- (e) Once you return the product and the claim form to the store, we will assess the claim and let you know whether it is covered. The decision whether to repair or replace a product is at our sole discretion unless there is a 'major failure' as defined in the Australian Consumer Law.
- (f) If it is covered we will deliver the repaired or replaced product back to you. We will bear this cost.
- (g) If it is not covered we will deliver the product back to you.

3. General service and repair enquiries

For general service and repair enquiries, please contact us on the telephone number below.

4. Gloria Jean's Coffees' contact details

Jireh International Warehouse and Distribution
Pty Ltd ACN 104 806 813
13 Hoyle Avenue,
Castle Hill NSW 2154
Phone: 1300 889 624

5. Statutory guarantees

As well as the Gloria Jean Coffees' warranty, 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 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.

Claim details

If you are making a claim under the warranty or the statutory guarantees, we will require the following information from you:

Name: _____

Address: _____

Product purchased: _____ Date of purchase: _____

Place of purchase (please indicate the relevant Gloria Jean's Coffees' coffee house): _____

Description of the problem: _____