



For after-sales support, repairs or warranty claims please contact your local Froothie Distributor in your country, please do not contact Optimum Appliances.

Warranties past the standard warranty listed in the manufacturers handbook are offered by Froothie™ as an extended warranty and are solely the responsibility of the distributor.

**Froothie Australia**  
1300 309 900  
[www.froothiesupport.com](http://www.froothiesupport.com)

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## EXTENDED WARRANTY TERMS AND CONDITIONS

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1. Froothie® warrants this appliance to be free from defects in materials and workmanship and to perform satisfactorily in household use for a period of 2 years from the date of purchase when used in accordance with the accompanying instruction book.
2. To be eligible for the Money Back Guarantee, you must follow the 30-day money back guarantee terms and conditions.
3. Defects that occur within this warranty period, under normal use and care will be repaired or replaced at our discretion, solely at our option with no charge for parts. Replacements are offered for major faults as determined by Froothie®.
4. This warranty does not extend to accessories (lid inserts etc.)
5. The bearings will only deteriorate through abuse and misuse and are therefore only covered for the first 12 months of all warranty periods.
6. In the event that the goods requiring repair are under warranty, the customer is responsible for the cost of the return of the product to Froothie®, returning postage to the consumer after repair will be the responsibility of Froothie®.
7. Whilst in transit the goods are at the owner's risk.
8. Customers should ensure that the product being returned is properly packaged so as to ensure that no damage occurs to the product during transit. To speed up the warranty claim ensure you have included an explanation of any problems (email or support ticket print-off).
9. This full warranty is void if this appliance has been subjected to abuse, negligence, accident, alteration, failure to follow operating instructions, or the product has been exposed to abnormal or extreme conditions.
10. Cosmetic changes that do not affect performance, such as discolouration of parts of the product in the hands of the user or the effects of the use of abrasive cleaners will not be warranted or considered defects. The cleaning or removal of food products along with any damage caused by allowing them to build up is not covered by this full warranty.
11. This warranty does not cover normal wear and tear of the product or parts.
12. This warranty does not cover any defect caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorized medication, loss of parts, tampering or attempted repair by a person not authorized by the distributor.
13. Froothie® reserves the right to repair or replace the product or relevant part with the same or equivalent product or part, rather than repair it. Where a replacement is provided the product or part replaced becomes the property of Froothie®. Froothie® may replace parts with refurbished parts. Replacement of the product or a part does not extend or restart the warranty period.
14. You must keep your purchase docket/receipt as proof of purchase and as proof of the date on which the purchase was made. The purchase docket or receipt must be presented when making a claim under this warranty.
15. In the event the receipt of purchase is not presented, then this warranty is invalid. Consumer Law allows us to request reasonable proof of purchase to service a warranty claim.
16. This warranty should be registered online on the Froothie® website within 12 months of purchase,  
**<http://www.froothie.com.au/warranty-registration/>**
17. The warranty will not apply if damage, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, maladjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God, voltage supply problems, tampering or unauthorized repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the product.

18. Froothie® will not be liable for any loss, damage or alterations to a third party no matter how it occurs; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any loss resulting in indirect or consequential loss or damage.
19. Warranty does not cover damage done to any product by using the machine with an alternate power source (solar, inverter, generator, etc.) and the use of these devices to power your appliance is not recommended.
20. Should any returned item be deemed to not be covered under warranty an inspection charge of \$29.00 inc. Taxes and return freight charge of \$19 inc. Taxes is applicable should the claimant not accept quoted repair charges.
21. This warranty does not imply, intend to or detract any consumer rights listed in and able to be enforced from Australian Consumer Law Schedule 2 of the Competition and Consumer Act 2010, any condition which is found to be in breach of the consumer law, the single condition shall be void only and all other conditions remain in place.

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## **30-DAY MONEY BACK GUARANTEE**

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Froothie provides its products to any customer participating in this offer through the below terms and conditions:

1. All original packaging, including brown shipping carton must be retained to be eligible for this complete offer (i.e. as the product arrived on your doorstep it must be returned to us for 100% refund);
2. Froothie will not provide additional packaging for lost or damaged original packaging, if original packaging as been discarded customer must supply adequate packaging to safely return the appliance;
3. Any product returned without original packaging will still be accepted however postage costs to and from customer can not be refunded, only the product cost less return cost of \$19;
4. The product should be reasonably clean and free of any scuffs or marks;
5. There should be no damage present to the machine, internal or external;
6. On return the appliance must operate in the same manner as intended and not have been opened and/or modified in any way from its original specification unless notified previously;
7. Any machine that is customer-damaged cannot be accepted and will not be refunded;
8. Any product returned in unsuitable condition will incur costs of \$19 freight to be returned to the customer, this is payable before the product is returned and no refund will be given;
9. Any appliance returned under this guarantee should be returned, in full, with no missing parts;
10. Appliances returned with missing parts or accessories (e.g. a blender returned without a tamper or lid) will have the part replaced with a brand new one and the full retail value of the item as indicated on the Froothie Website(s) deducted from the refund amount;
11. Froothie cannot accept any missing parts returned separately if they have been forgotten, regardless of whether or not the customer offers to pay the postage for the missing part returns are only processed once receipted and cannot be revisited;
12. Return postage process requires customer to take the packaged product back to their local post office to lodge the return, this is the only way return postage is paid for by Froothie;
13. Collection by courier is unable to be arranged from customers location; if customers require this service it will be entirely at their own cost using their own provider;
14. Froothie will bear the cost of the return of the product to its warehouse or service agent in-line with conditions 12 and 13 of these terms and conditions;
15. This guarantee is not transferable beyond the exceptions listed in the Australian Consumer Law Schedule 2 of the Competition and Consumer Act 2010;
16. This guarantee does not imply, intend to or detract any consumer rights listed in and able to be enforced from Australian Consumer Law Schedule 2 of the Competition and Consumer Act 2010, any condition which is found to be in breach of the consumer law, the single condition shall be void only and all other conditions remain in place.
17. By taking up Froothie's offer and purchasing a product covered by this guarantee the customer automatically agrees to their rights and obligations if desiring to claim under this guarantee.