



KISA Phone Limited Warranty

Last Updated: 16 January 2024

Warranty Coverage Period

All products supplied by KISA come with a 12 month standard warranty commencing on the date that you receive the product. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You must provide proof of purchase when a product is returned to us under warranty. When we receive the product, we will examine it to determine whether the product is defective. If the product is faulty, we will repair the product. In case of a major defect or if the goods fail to be of acceptable quality, we will provide a replacement.

What is not covered?

Our warranty does not cover:

1. change of mind, if you decide that you do not like the goods or have no use for them
2. loss or theft
3. consumable parts, such as batteries or protective coatings that are designed to diminish over time
4. KISA Products not purchased directly from our official store,
5. accidental or intentional damage caused by:
 - accident
 - abuse,
 - misuse, failure to follow instructions relating to the product's use
 - dropping the product, fire, moisture, liquid contact, or other external cause

Your Responsibilities

To make a claim under the warranty KISA will require that you provide proof of purchase details and respond to questions designed to assist KISA with diagnosing potential issues.

How do I make a warranty claim?

If you experience a problem with your KISA Phone, please first refer to our Frequently Asked Questions, the applicable User Manual/Quick Set-Up Guide and/or Instructional Videos.

[Frequently Asked Questions](#)

[User Manual](#)

[Instructional Videos](#)

If you are unable to resolve the problem using the above information, please contact KISA.

[Contact us](#)

Phone: 1300 557 453

When you contact us, we will complete basic troubleshooting with you via phone, email or in store to determine the nature of the problem and provide a solution (if possible).

If troubleshooting efforts are unsuccessful, we will request the KISA Phone be returned to us for testing. This can be done via post or by attending our office in Cheltenham.

Please note, return shipping costs are non-refundable and are at the customer's expense.

Appointments are required if you wish to bring the phone to our office in person

Following testing in the KISA office, if the problem is caused by a manufacturing fault, and complies with warranty terms above, we will repair the product. In case of a major defect or if the goods fail to work as designed, KISA will provide a replacement.

Sending your KISA Phone for assessment

Please make sure that you speak to our support team prior to sending your KISA Phone. Please do not send your KISA Phone without explicit advice from KISA support team.

1. Your return authorisation number (RA Number) will be provided to you by KISA support team.
2. Prepare your return package, please ensure all products related to the product of concern are returned (e.g. if returning a phone please include all charging accessories, including the battery, with the phone). This ensures a comprehensive assessment can be completed. consumable parts, such as batteries or protective coatings that are designed to diminish over time
3. Please send your device along with the RA Number and proof of purchase to KISA
PO Box 331
Moorabbin, Victoria, 3189, Australia

Please Note We strongly advise that products are posted via registered post so they can be tracked whilst in transit. Please make sure that you securely pack you KISA Phone prior to shipping, KISA assesses items in the condition they are received and accept no liability for damage caused during transit. Return shipping costs are non-refundable and are at the customer's expense

4. Once we receive your device it will be photographed and tested to determine if it requires a repair or replacement
5. Any costs incurred by KISA where the product was found to be in good working order when claimed otherwise, or when it has been determined that the Warranty does not apply will be passed on to the customer
 - 5.1 Goods will not be dispatched back to the customer without the payment of the costs incurred by KISA, including but not limited to postage

Important

KISA is committed to delivering the highest standards of product, service and support. Each KISA Phone is tested (including the local SIM card test) to ensure that it works and performs as designed prior to being dispatched to the customer.

KISA will photograph, inspect and test your device when we receive it. KISA may seek reimbursement of any costs incurred by us where the product was found to be in good working order when claimed otherwise, or when it has been determined that the Warranty does not apply.

Where Products are already faulty or damaged upon delivery, photographic evidence of the damage must be submitted to warranty@kisa.com.au within 7 days of receiving the parcel, before the product will be repaired or replaced in accordance with these terms.

Who is providing this warranty?

This warranty is provided by:

KISA Pty Ltd, ABN: 58 166 098 264
Unit 1, 158 Chesterville Road
CHELTENHAM VIC 3192
warranty@kisa.com.au

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