ROAMBREW PRO

12-Month Brand Warranty

Warranty against defects | Australia

This document describes the voluntary ROAMBREW brand warranty provided by TONGWIN INTERNATIONAL PTY LTD. It is intended to be read together with, and does not limit, your rights under the Australian Consumer Law (ACL).

Warranty provider

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1. Warranty period

The original retail purchaser is covered by this voluntary 12-month ROAMBREW brand warranty for the ROAMBREW Pro portable espresso maker. The period starts on the original purchase date. Proof of purchase may be requested to help verify the purchase and warranty period. Warranty registration is optional and is not a condition of rights under the ACL.

2. What this warranty covers

During the 12-month period, we will assess failures that appear to arise from defects in materials or workmanship when the product is used for its intended purpose and in accordance with the user instructions. Where a claim is covered by this voluntary warranty, we will arrange an appropriate remedy under these terms, which may include repair or replacement of the product or affected part, subject to applicable law.

Battery coverage

The rechargeable battery is covered against defects in materials and workmanship during the 12-month brand warranty period. Battery capacity may gradually decrease through normal use and over time. We assess reported battery performance issues in light of the product specifications, usage circumstances and available test results. No capacity threshold in this voluntary warranty limits or excludes any rights or remedies available under the ACL.

3. What this warranty does not cover

To the extent permitted by law, this voluntary warranty does not cover damage caused by accidental damage, misuse, abuse, neglect, abnormal use, failure to follow the user manual or cleaning instructions, unauthorised modification or repair, external events such as fire or flooding, or ordinary cosmetic wear that does not affect functionality. These exclusions apply only to this voluntary warranty and do not exclude or limit any rights or remedies that cannot lawfully be excluded or limited under the ACL.

4. How to make a warranty claim

Contact us using the telephone or email above, or submit the support form at https://tongwin.com.au/warranty. Please provide, where available, your contact details, proof of purchase or Amazon order number, purchase date, product model, serial number (if present), a description of the issue and supporting photos or video if useful. Please contact us before sending the product so we can provide appropriate return instructions. We may ask reasonable questions or request an inspection to assess a claim. We aim to respond to warranty enquiries within two business days.

5. Shipping and claim expenses

For claims accepted under this voluntary brand warranty, TONGWIN INTERNATIONAL PTY LTD will cover reasonable shipping costs for the approved return and delivery process. Where practical, we will provide a prepaid label or arrange collection. If you have paid a shipping expense that we have approved, contact us with proof of payment so we can arrange reimbursement. Nothing in this process limits any rights or remedies available under the ACL, including any applicable rights concerning return costs or the costs of obtaining a remedy.

6. Australian Consumer Law

The benefits to the consumer given by this warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

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 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.

7. Important notes

This 12-month brand warranty is additional to, and does not replace, any rights or remedies available under the ACL. Your statutory rights do not automatically end when this voluntary warranty period expires. The ACL may provide rights and remedies beyond this warranty period depending on the product and circumstances. Nothing in these terms limits or excludes rights that cannot lawfully be limited or excluded.

Document status: Revised draft for review. The business address and claim postal address have not been included, at the company's current preference. Before using this as a formal warranty against defects document in Australia, obtain legal advice on whether the document satisfies all prescribed information requirements.