

**Effective as of 1st November 2023**

## Warranty

This warranty is in addition to, and does not override, other rights and remedies that you may have at law - including your statutory rights under the Australian Consumer Law. Consumers are free to make a warranty claim under the terms of this warranty. They may also make a claim in accordance with their statutory consumer rights.

### Scope of warranty

This warranty is given by Ideal Sources Pty Ltd (ABN 30 878 114 626). Save as provided herein below, this warranty applies to the sale of our products to consumers located in Australia only.

This warranty is valid only for Spire Products (Products) that you bought through our authorised distributors/Retail Partners. We refer to our authorised distributors/Retail Partners as our Partners. As we cannot determine the authenticity or original condition of products sold through channels outside of our Partners, we regretfully will not be able to provide warranty support for any product sold through unauthorised channels.

Important conditions apply to making a valid claim under our warranty, and warranty exclusions apply. Please carefully read the following terms and conditions.

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### A. What our warranty covers:

We warrant that the Product will remain structurally sound and free from defects when assembled and used in accordance with our User Manual. The warranty covers the operation and functionality only. The warranty does not apply to aesthetics.

The warranty will be valid for the following Spire Products for the following warranty periods:

Item Code	Description	Warranty Period
HK603	Spire Mini Portable Floating Speaker With Multi-Light Display	1 Year
HK606	Spire Portable Bluetooth Sports Speaker	1 Year
CT602	Spire Portable Bluetooth Floating Speaker with RGB Light Show	1 Year
CT507	Spire LED Fountain with Diamond Light Show	1 Year
CT223	Spire Solar LED String Light Ball	1 Year
CT005R	Spire Magnetic LED High Brightness Pool Light	1 Year

# Warranty (Australia)



The warranty period starts from the date you received your Product. The date of receipt of your Product will be the date shown on our delivery records for your order.

This warranty is offered exclusively to the original purchaser of the Product and is not transferable to subsequent owners (unless our prior consent has been obtained).

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## **B. What our warranty does not cover:**

Our warranty does not cover claims resulting from:

- failure to use the Product in accordance with our User Manual;
- normal wear and tear (including but not limited to fading, scratches and dents or otherwise due to normal aging);
- unauthorised changes or modifications, or use of third party components;
- deviations of the Products from images posted in the Stores due to naturally occurring variations in the materials;
- contact with animals;
- use for commercial purposes;
- abuse, negligence, accident, fire, or transportation by the customer or other causes beyond our control.

To prevent the voiding of the warranty terms, please follow the instructions provided in the User Manual.

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## **C. How to make a warranty claim:**

To make a claim under this warranty, please contact the Partner from which you purchased your item. Please submit your warranty claims promptly and within 14 days of noticing the defect.

You will be asked to provide a valid order number to verify your warranty claim. All claims must be accompanied by a clear picture(s) of the alleged defect. If you refuse to supply the picture(s) that we need to process your claim, we may assume that you cannot substantiate your claim or have abandoned your claim. We may ask you to provide other information / images before accepting (or rejecting) any warranty claim.

Our Partner will notify you whether we have accepted or rejected your warranty claim. If your warranty claim is rejected, an explanation will be provided.

# Warranty (Australia)



## **D. Consumer Guarantees:**

The benefits given to you in our warranty are in addition to other rights and remedies you have under law - including the Australian Consumer Law.

The following statement applies to all Australian purchases of our Products:

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.

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### **Importer:**

Ideal Sources Pty Ltd  
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