

Carafan

12-Month Limited Warranty

CaraFan Sahara warrants that this product is free from defects in materials and workmanship under normal use for a period of 12 months from the date of original purchase.

What This Warranty Covers

If your product develops a fault due to a manufacturing defect within the warranty period, we will, at our discretion:

- Repair the product free of charge, or
- Replace the product with the same or an equivalent model, or
- Refund the purchase price, if repair or replacement isn't possible.

What This Warranty Does Not Cover

This warranty does not apply to damage or faults caused by:

- Normal wear and tear
- Accidental damage, misuse, or negligence
- Unauthorized repairs, modifications, or servicing
- Use outside of the product's intended purpose or in violation of the included instructions
- Failure to follow care, maintenance, or installation instructions
- Exposure to liquids, extreme temperatures, or other environmental damage (unless the product is specifically rated for this)

How to Make a Claim

To make a warranty claim, please contact us at enquiries@carafan.com.au with:

1. Your proof of purchase (receipt or order confirmation)
2. A description of the fault

3. Photos or video of the issue, where applicable
4. Our team will assess your claim and respond within 2 business days with next steps, which may include return instructions.

Additional Terms

- This warranty is valid only for the original purchaser and is non-transferable.
- Products must be returned in accordance with our Returns Policy for warranty assessment, where required.
- This warranty is provided in addition to any rights you have under consumer protection law, which are not affected by this warranty.