



C R O S B Y

## CROSBY LEATHER SADDLE

### Australian Warranty

Congratulations on the purchase of your new Crosby Saddle. Please retain this card and keep it in a safe place in the unlikely event you will need to make a warranty claim.

### SADDLE DETAILS

Serial N°: .....

Model: .....

Colour: ..... Size: .....

### PURCHASER DETAILS

Name: .....

Address: .....

Postcode: ..... Phone: .....

Email: .....

**Date of Purchase:** DD / MM / YY

### HOW TO MAKE A CLAIM UNDER THE CROSBY GUARANTEE

1. Contact the retailer (or online retailer) from whom you purchased your saddle (or your nearest Crosby retailer) to discuss your concerns.
2. Provide this completed guarantee card along with proof of purchase and the saddle to the retailer from whom you purchased the saddle. If you purchased your saddle from an online retailer, take photographs of the faulty areas of the saddle and email them to the online retailer from whom you purchased your saddle from along with your order number and date of purchase. Please make sure the photos are clear and in focus.
3. If you are unsure of the best way to contact the retailer from whom you purchased the saddle, please contact us using the details below, and we can provide you with the contact details of the retailer.  
**Phone:** (03) 9845 0600.  
**Email:** sales@weatherbeeta.com.au
4. The retailer will then assess whether your saddle has a defect covered under the Crosby Guarantee.

5. If the retailer finds that the saddle has a defect covered under the Crosby Guarantee, the retailer will liaise with Weatherbeeta Australia\* in relation to the warranty claim (on your behalf). You will then be contacted to arrange for a refund, repair or replacement.
6. The return will be at your expense, but will be refunded in the event that the saddle is found to be defective.

### AUSTRALIAN CONSUMER LAW

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.

Weatherbeeta Australia  
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Victoria, 3131 Australia  
(03) 9845 0600  
sales@weatherbeeta.com.au