

KARLISLE'S Pram Fix

Repair Form

2 Haran Street, Mascot NSW 2020

Ph: 1300 308 435 Fax: (02) 9700-9951

Please Write Clearly
For Warranty Claims All Details Must Be Completed

Name	
Address	
Phone No: land line	(0)
Mobile No:	
Email	
Date	

Brand	
Model	
Colour	

Store Name	Purchased from	
Store	Suburb or Town	
RA	see notes	
Purchase Date	see notes	

Repair or Part Required

N.B. If fault found to be from Wear & Tear, Misuse or Neglect, payment will be required for freight cost to & from Karlisle's.

**LOST PARTS, HANDGRIPS, BROKEN HARNESS CLIPS,
TYRES AND TUBES ARE NOT WARRANTY**

1. Download Karlisle's repair form.
2. Read and then fill in the repair form completely.
3. Remove any unnecessary items, such as Sheepskins, Toys, etc.
4. Due to Occupational Health & Safety (OH&S), items that have food, liquid, mould, urine or faeces stains will not be touched or dealt with. If your item has these types of stains, you will need to clean it first.
5. For a warrantable claim please take the item to the store of purchase. If this is not possible, you are welcome to bring in directly to Karlisle's workshop in Sydney. If you are located outside of Sydney, please contact our office for further details.
6. Attach the completed repair form with your repair.
7. For all warranty claims a copy of the store receipt must also be included for a warranty claim.
8. Make sure to include your contact & return details.
9. If you are sending the item by courier or post, you will need to box or package the item securely to safeguard from transport damage. You must be satisfied with the way you have packed the item as Karlisle's (nor any of our associates) take no responsibility for transport loss or damage. Clearly label package with Karlisle's Address.

If you are the original owner and the store receipt shows that your item is less than 12 months old and the fault is a claimable warranty fault, there will be no freight charge. Although, if the problem is found to be a non-warrantable fault then you are liable for the repair and freight charges.

Majority of baby products in Australia have a warranty period of 12 months from the date of purchase.