

WARRANTY

CM Asia-Pacific Limited ("Company") 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.

In addition to your rights and remedies under the Australian Consumer Law, the Company guarantees the quality of its products.

When subjected to normal use, the Company warrants that all of its tools and accessories purchased after November 1, 2014 from the Advisor shall be free from defects in materials and craftsmanship for a period of 90 days from the date of purchase.

When subjected to normal use, the Company warrants that all of its albums purchased after November 1, 2014 from the Advisor shall be free from defects in materials and craftsmanship for a lifetime from the date of purchase.

If any component in the product has such a manufacturing defect within the warranty period noted above, the Company will replace it with the same product, or if the same is not available, an equivalent product or a credit for the product. If you are a customer, please first contact your CM Advisor to make a claim under the CM Warranty. If necessary, please contact CM directly by emailing customerserviceau@creativememories.com.

The warranties do not cover items such as damaged photographs or memorabilia.

The warranties are provided by:

CM Asia-Pacific Limited
Address: 3G New Central Mansion, 43 Gage Street, Central, Hong Kong
(Please do not return products to this address, see details below for returns)
Telephone number: (+61) 1 300 820 051

RETURNS

Advisors and customers are encouraged to choose products carefully. If an item is ordered in error, the Company will endeavor to exchange that item with a comparable item. The shipping and handling to return the item and have a new item shipped will be at the customer's expense. For questions or to initiate a Returns claim, please first contact your CM Advisor and if necessary please contact CM directly by emailing customerserviceau@creativememories.com.

INACCURATE DELIVERY

In the event the Company ships unordered merchandise in error, it may be returned for a credit, refund or exchange at the Company's expense provided the following steps are taken:

- The recipient notifies the Company within five days of receipt of the order by email at customerserviceau@creativememories.com.
- A copy of the shipping or packing slip must be enclosed with completed Company-required forms.
- Products must be returned in original containers and must be packed properly to prevent damage in return shipment.

If you would like to report a warranty item, initiate a return or have a question on the policy, please first contact your CM Advisor and if necessary please contact CM directly by emailing customerserviceau@creativememories.com.