

## Pandora Authenticity and Warranty Card Australia and New Zealand

**Congratulations on your genuine Pandora jewellery.** Please retain this card with your receipt, or pass it on to your gift recipient. Your genuine Pandora jewellery is stamped with the original jewellers hallmark "ALE", however some smaller items may not bear the stamp due to their intricate size.

### Australian Consumer Law

For Australian consumers, this voluntary warranty against defects provides benefits in addition to your other rights and remedies under the Australian Consumer Law or any other applicable consumer law in Australia, and does not exclude, restrict, modify, limit or override your rights under the 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 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.**

Note: "major failure" has a specific meaning under the Australian Consumer Law.

### Pandora's warranty against defects and warranty period

Subject to the terms of this warranty, Pandora offers a warranty against defects for genuine Pandora items purchased from an Australian or New Zealand Pandora Concept Store or Pandora Authorised Retailer or the Australian/New Zealand online store at [www.pandora.net](http://www.pandora.net) (**Online Store**), for a period of 24 months from the date of purchase (**Warranty Period\***). Pandora will offer a replacement or refund\* for such genuine Pandora items exhibiting a manufacturing defect during the Warranty Period. If an identical replacement is not available, we will offer a replacement item of equivalent value.

Pandora does not provide repair facilities or spare parts, or offer any repair to any Pandora product. If you have purchased a genuine Pandora item which is defective, you can choose to have it repaired elsewhere during the Warranty Period and Pandora will pay you reasonable costs of the repair. Please contact Pandora if you have any question about repairs.

Certain exclusions set out below apply to this warranty.

\*Note: You may have other rights and remedies under the Australian Consumer Law. Depending on the relevant circumstances, your rights under the Australian Consumer Law may in some circumstances continue to apply after the end of Pandora's Warranty Period.

### Exclusions to Pandora's warranty against defects

- Pandora's warranty does not apply to items that have been handled against our care instructions or damaged by accident or misuse. See the end of this warranty document for care instructions.
- All metals will tarnish over time, but it will happen much faster if they have contact with agents such as perfume, salty air, sulphur, skin creams, hairspray, chlorine and acidic skin ph. The amount of tarnishing (oxidation) that occurs depends on your skin and jewellery care habits. Tarnishing due to the above reasons, is not covered under this warranty.

### Making a warranty claim

To make a warranty claim, please take your jewellery and proof of purchase (at your cost) to:

Store of Purchase*	Where to make your warranty claim
Pandora Concept Store	Any Pandora Concept Store
Online Store	Online Store (contact <a href="mailto:aunzsupport@pandora.net">aunzsupport@pandora.net</a> for free returns label) or any Pandora Concept Store
DFO Outlets and Duty Free Airport Locations	Original store of purchase
Pandora Authorised Retailer	Original store of purchase

\*Note: Concept Stores only sell Pandora items. Authorised Retailers sell Pandora items and other brands.

Please return items purchased using Afterpay, WeChat or Alipay to the original store of purchase or contact Pandora for assistance. Discuss your concern with the store. Store locations are available online at [www.pandora.net](http://www.pandora.net). Please retain your proof of purchase to assist with your warranty claim.

### Contact

For assistance or questions about how or where to make a warranty claim or if you cannot return items to the store, please call 1800 313 554, email [aunzsupport@pandora.net](mailto:aunzsupport@pandora.net) or visit [www.pandora.net](http://www.pandora.net)

**This warranty against defects is given by:**

Pandora Jewelry Pty Limited & Pandora Retail Pty Limited  
Level 5, 12 Narabang Way, Belrose NSW 2085  
PO Box 906, Newport, NSW 2106  
Ph: +61 2 9986 0660 Email: [aunzsupport@pandora.net](mailto:aunzsupport@pandora.net)

**How to care for your genuine Pandora jewellery**

- Handle your Pandora jewellery with care at all times.
- We recommend that you do not wear your jewellery: whilst bathing, swimming, or sleeping; or during sporting activities. Avoid contact with agents such as perfume, salty air, sulphur, skin creams, hairspray, chlorine and acidic skin pH that can dramatically accelerate tarnishing of jewellery.
- To clean your silver jewellery, use a soft brush dipped in a mild detergent solution.
- To dry your jewellery polish with your Pandora polishing cloth. Use your Pandora polishing cloth regularly to keep your jewellery looking new. Never use silver dips to clean your jewellery. Use Pandora cleaning solutions to care for your jewellery. Your local team can advise you on the best way to use these on your specific jewellery items.
- Due to the unique metal blend of our 14k rose gold-plated and 14k gold-plated ranges, take extra care when cleaning jewellery from these collections. Avoid ultrasonic cleaning and silver dips.
- Always undo the clasp to remove your bracelet or bangle.
- We recommend: using our fixed clips to distribute charm weight into 3 equal sections; and that only genuine Pandora charms are worn on your bracelet or bangle to avoid damage to the metal or clasp.
- Leather bracelets should always carry less than 9 charms to avoid stretching.

**How to store my Pandora jewellery**

- Jewellery should be stored away from natural sunlight and heat, in a lined jewellery box or a tarnish-resistant pouch.
- Do not store your jewellery in bathrooms as this will make your jewellery tarnish faster.
- Pandora gift boxes are not made for long-term storage as they are not airtight.

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