

“SIDCHROME SHORT-SUPPLY KIT CLAIMS PROGRAM

TERMS AND CONDITIONS

1. Information on the SIDCHROME Short Supply process can be found in these terms & conditions. Submitting a claim for a purchased kit is deemed acceptance of these Terms and Conditions.
2. To be eligible to make a claim, individuals must purchase a qualified SIDCHROME Kit (“Qualifying Purchase”) from a Participating Retailer. A participating retailer is any retailer in Australia that agreed with Stanley Black & Decker to receive a short component supplied SIDCHROME product that also displays this status on the Outer Pack (stating that the kit was short supplied of component/s).
3. For individuals to make a claim they must be able to complete the following steps:
 - 3.1. Visit claims.sidchrome.com.au
 - 3.2. Input The serial number displayed on an Internal letter that is specific to the kit purchased
 - 3.3. Input the requested details including first name, last name, email address, phone number & postcode
 - 3.4. Have proof of purchase by way of an eligible receipt and a copy of the internal letter and upload these to verify the claim
 - 3.5. Agree to these terms & conditions

GENERAL

4. Claimants must retain a copy of their Qualifying Purchase receipt/s for all claims as proof of purchase. Failure to produce the proof of purchase for all claims when requested may, in the absolute discretion of Stanley Black & Decker, result in invalidation of claiming on the missing components.
5. A sticker is affixed on all qualifying kits and duplicated on the Outside wrap that warns & contains detail on the missing components and an estimated time on availability
 - 5.1. An A4 printed notification is provided inside the body of the kit and includes identical detail which is displayed on the external carton and wrap (Instructional)
 - 5.2. The missing components and estimated availability are stated in the body of the communication
6. In an instance where the estimated delivery times on claimed components significantly increase beyond more than 3 weeks from that originally stated, Stanley Black & Decker will make attempts to contact claimants and advise on the new estimated delivery date. In these instances, on a short-shipped kit, a claimant of a Qualifying Purchase may choose to request that Stanley Black & Decker (at their cost) collect the kit and reimburse the claimant who purchased the kit. The reimbursement will be arranged through the participating retailer where the kit was purchased.
7. All rights under this arrangement are in addition to Australian Consumer Law or other applicable laws. You are entitled to a replacement or refund for a major product 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. All warranty details can be referenced by visiting https://www.2helpu.com/SIDCHROME/AU/en-AU/Article/GetArticle?code=WarrantyPolicy_6