



**Please read and understand the below terms and conditions of the Safe-n-Sound Crash Exchange Program before applying for an exchange/replacement of your child restraint.**

- The Safe-n-Sound Crashed Restraint Exchange Program is open to all Australian and New Zealand residents who have purchased a Safe-n-Sound child restraint in Australia or New Zealand on or after October 1<sup>st</sup>, 2006.
- This voluntary exchange program is being conducted at the sole discretion of Britax Childcare Australia/NZ and does not represent or suggest that every request will result in exchange. Upon review of the crash circumstances and documentation, we will determine if an exchange is warranted based on our internal criteria.
- Restraints are eligible for exchange if they have been involved in a severe crash in Australia or New Zealand and meet all stated criteria. A severe crash, we consider as being one where the main body structure of the vehicle is distorted.
- The Safe-n-Sound restraints that are available for exchange include all Convertible Restraints (birth to 18kg), Forward-Facing restraints (8kg to 18kg), Convertible Boosters (8kg to 26kg) and some Infant Restraints\* (birth to 12kg). \*Baby Safety Capsules are **not** eligible for exchange. Safe-n-Sound Booster seats (including Booster Cushions and child harnesses) (14kg to 26kg) **are not** eligible for exchange. Infant restraints (birth to 12kg) used for commercial use or hire are **not** eligible for exchange.
- Restraints manufactured by other manufacturers or by Britax sister companies in other countries are not eligible for exchange. Only restraints manufactured by Britax Childcare Pty Ltd Australia (i.e. Safe-n-Sound) are eligible for exchange.
- Original purchase of restraint must be made on or after October 1<sup>st</sup>, 2006 and original proof of purchase must be retained as evidence. Receipts obtained from second-hand purchase of restraint do not apply.
- All required documentation must first be submitted via email in order for successful exchange to occur. This is at the expense of the consumer. This documentation includes:
  - **Clear photographs of vehicle before and after road crash**
  - **Clear photograph/s of crashed restraint**
  - **Name, address and contact details**
  - **Written account of crash**
  - **Official Police Report**
  - **Restraint details (serial number and manufacturing date)**

Please also include the completed crash exchange application form (available from the Britax website, [www.britax.com.au](http://www.britax.com.au))

Applications that include all of the above documentation must be sent to: [custserv@britax.com.au](mailto:custserv@britax.com.au)

- **Completed applications must be received by Britax within 28 days of the road crash in order for successful exchange to occur.** The date of the crash will be deemed as the date stated on the Police Report. Applications received after this period will not be considered.
- **The crashed restraint will then be required for testing and evaluation and must be available for return to Britax Childcare Pty Ltd. This request will be made after receiving all of the above documentation. Britax will cover all postage expenses incurred for the return of the crashed restraint.**
- If an exchange is successful and meets all above criteria, a replacement restraint will be issued within 28 days of receiving documentation as well as crashed restraint. A suitable replacement will consist of a restraint of similar value and features to the crashed restraint. The choice of replacement will be made by Britax and is not negotiable. All postage expenses incurred for issuing replacement will be covered by Britax and be carried out through our regular dispatch methods.
- Replacement restraint will be sent via mail. Britax is therefore not responsible for any lost, misdirected or damaged goods.
- **The Safe-n-Sound Crashed Restraint Exchange Program is not to be used in addition to making an insurance claim.** Some insurance companies offer car insurance which covers or partially covers the replacement of a child restraint. Contact your relevant insurance company for further details. The insurance company may require that a crashed restraint be held on to for assessment purposes, which must be considered if applying for a Safe-n-Sound Crash Exchange. If an insurance payout is sought and/or issued for a replacement child restraint, the restraint is not eligible for this program.
- All submitted documentation remains the property of Britax Australia Pty Ltd, and consent is given to use submitted photos and testimonials for marketing purposes.

**Disclaimer: This program for crashed restraint exchange is voluntary. This exchange program involves no financial reimbursement or other offer other than a replacement of an equivalent child restraint. Britax Childcare Australia/NZ reserves the right to change, alter, amend or cancel any guidelines or the entire program at any time for any reason at our sole discretion without prior notice or obligation.**

For any questions please contact Customer Service on 1300 303 330.



Arrive...Safe-n-Sound