

NON-SRAU IMPORTED PRODUCTS

Your Guide for Claiming Rights.

- Sumitomo Rubber Australia is the only entity authorised by Sumitomo Rubber Industries to import Falken-branded tyres into Australia.
- Sumitomo Rubber Australia offers a Manufacturer's Warranty Program for all products sold to authorised dealers imported by Sumitomo Rubber Australia.
- The purchase of Sumitomo Rubber Industries manufactured products from unauthorised importers means you may not have these programs.

Please see below from the ACCC:

"If something goes wrong with your product, your consumer guarantee rights will apply. The seller will be responsible for providing you with a remedy, such as a repair, replacement or refund, within a reasonable time if there is a fault.

You can contact the Australian manufacturer of the product, but it may refuse to provide you with a remedy if it did not give permission to the seller to sell the product in Australia."

<https://www.accc.gov.au/consumers/buying-products-and-services/buying-parallel-imports#if-something-goes-wrong>

