

www.hapl.com.au

HOME APPLIANCES

Congratulations on your new purchase and thank you for choosing a brand supported by Home Appliances Pty Ltd.



Our friendly Customer Care team will take care of your every enquiry.
Please ring 1800 444 357 or email customercare@hapl.com.au

Please be aware of the terms and conditions following.

WARRANTY TERMS & CONDITIONS

This warranty is in addition to your normal statutory entitlements and specific legal rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law as prescribed and set out in regulation 90 of the Competition and Consumer Act 2010.

1 Home Appliances Pty Limited warrants this appliance to the original purchaser against defective materials and workmanship for a period of **12 months** of ownership, that any part with defective material be replaced free of charge, provided that all service work is carried out by Home Appliances Pty Limited or nearest appointed service agent.

3 months warranty (Non Domestic USE)

Regardless of the product type, warranty of appliances installed and operated in a non domestic installation, such as an office or factory etc., is limited to Three (3) Months from date of purchase.

NOTE: Portable Appliances such as Benchtop cook tops are **NOT** covered for In House servicing, call Customer Care on **1800 444 357** to discuss servicing of this type of appliance.

2 If the residence housing the appliance is outside of a service area of Home Appliances Pty Ltd, the owner will bear over and above associated costs.

These over and above costs relate to:

- (i) Travel costs by an authorised service agent for Home Appliances Pty Ltd.
- (ii) Transportation of the appliance to and from to the nearest Home Appliances Pty Ltd authorised service agent.

Transportation of an appliance will be at the owner's cost and risk if not done so by an authorised service agent.

3 If there is a defect in the materials or workmanship during the period of this warranty, Home Appliances Pty Limited will, at its discretion and subject to the following terms and conditions, repair or replace free of charge the component or appliance. Replacement of the appliance under the terms of this warranty does not give right to extension or a new beginning of the period of warranty.

4 Home Appliances Pty Limited is not liable for any other loss other than the appliance itself.

5 This warranty does not cover the following circumstances:

- (i) An act or acts of God, any natural occurrence or other circumstances not within the control of Home Appliances Pty Limited (such as fire, storm or water damage).
- (ii) An attempt by any person (other than an employee or authorised service agent of Home Appliances Pty Limited to repair or modify the appliance.
- (iii) Where the rating plate has been removed or any details on that plate have been rendered illegible.
- (iv)*If the appliances have been installed, operated or maintained in a manner that is not in accordance with the instructions supplied by Home Appliances Pty Limited.

- (v) If product failure is the result of connection to a power supply that does not correspond to that shown on the ratings plate or if the power supply is inadequate or faulty.
- (vi) Normal wear and tear, misuse or damage to the appliance or use of the appliance in a manner for which it was not intended.
- (vii) Failure of electrical components due to power surges or outages.
- (viii) Home Appliances Pty Limited will not be obliged to comply with its obligations under this Warranty until you have paid the full purchase price for the appliances.

* For Washing machines this includes removal of packaging material and rear packing bolts where applicable.

6 The warranty does not extend to cover:

- (i) Discoloured burners or trivets on gas cooktops or chrome surrounds on electric cooktops
- (ii) Discolouration caused by steam, heat or venting during normal use
- (iii) Plastic or enamel components
- (iv) Light globes, filters or any consumables
- (v) Insect or vermin infestation
- (vi) Corrosion where the product is located within a corrosive environment

7 Home Appliances Pty Limited excludes all warranties and conditions that may be implied into this Warranty or the Contract for Supply and limits its liability for a breach of any implied condition or warranty that cannot be excluded to the greater of (at Home Appliances Pty Limited option):

- (i) For goods, repairing or replacing those goods or paying for the cost of those goods repaired or replaced; and
- (ii) For services, resupplying the services or paying for the cost of having those services resupplied.

8 Proof of purchase will be required for the validation of all warranty claims.

9 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 for compensation for any reasonably foreseeable loss or damage. You are also entitled to have the goods repaired if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Built-In & Freestanding Appliances

Access must be granted within normal working hours and our Service Agents must have easy access to these appliances. Any charges will be the responsibility of the purchaser where the service technician cannot obtain easy access to remove the appliances for inspection prior to repair.

PROOF OF PURCHASE

Proof of purchase will be required for the validation of all warranty claims.

Documents suitable for proof of purchase include, but are not limited to the following:

- Delivery dockets;
- Retailer or supplier invoices;
- Kitchen cabinet invoices that incorporate appliances;
- Credit card statements where the purchase of the appliances are clearly depicted.

The inability to provide proof of purchase will lead to the claim being treated as a service call with labour and parts costs being born by the claimant. It is recommended to attach any supporting documentation to this warranty card and keep in a safe place for future reference.

NOTE: There is no need to return this or any other warranty card to Home Appliances Pty Limited.

Proof of purchase is the only requirement for warranty claim, please keep a copy of the purchase receipt with this warranty card.