

This document sets out the terms and conditions of the product warranties for Electrolux Professional appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. In this warranty

- (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the Australian Consumer Law;
 - (b) 'ACL' means Schedule 2 to the Competition and Consumer Act 2010;
 - (c) 'Appliance' means any Electrolux Professional product purchased by you and accompanied by this document;
 - (d) 'ASC' means Electrolux Professional authorised serviced centres;
 - (e) 'Electrolux' means Electrolux Professional of Level 1, 5-7 Keith Campbell Court, Scoresby, Victoria 3179, ABN 51 004 762 341 in respect of appliances purchased in Australia
 - (f) 'Major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is un-economic for Electrolux, at its discretion, to repair an Appliance during the Warranty Period;
 - (g) 'Warranty Period' means the Appliance is warranted against manufacturing defects in Australia for a periods listed below
2. This warranty only applies to Appliances, purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia

3. During the Warranty Period Electrolux or its ASC will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Electrolux Professional or its ASC may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux.

This warranty does not apply to light globes, batteries, filters or similar perishable parts.

4. Parts and Appliances not supplied by Electrolux are not covered by this warranty.

5. To the extent permitted by law; you will bear the cost of transportation, travel and delivery of the appliance to and from Electrolux or its ASC. If you reside outside of the metropolitan service area, you will bear the cost of:

- (a) travel of an authorised representative;
- (b) transportation and delivery of the Appliance to and from Electrolux or its ASC. In all instances, unless the Appliance is transported by Electrolux or an Electrolux authorised representative, the Appliance is transported at the owner's cost and risk while in transit to and from Electrolux or its ASC.

6. Proof of purchase is required before you can make a claim under this warranty.

7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Electrolux is not liable in the following situations (which are not exhaustive):

(a) the Appliance is damaged by:

- (i) accident
- (ii) misuse or abuse, including failure to properly maintain or service
- (iii) normal wear and tear
- (iv) power surges, electrical storm damage or incorrect power supply
- (v) incomplete or improper installation
- (vi) incorrect, improper or inappropriate operation (vii) insect or vermin infestation
- (viii) failure to comply with any additional instructions supplied with the Appliance;

(b) the Appliance is modified without authority from Electrolux in writing;

(c) the Appliance's serial number or warranty seal has been removed or defaced;

(d) the Appliance was serviced or repaired by anyone other than Electrolux, an authorised repairer or ASC.

8. This warranty, the contract to which it relates and the relationship between you and Electrolux are governed by the law applicable where the Appliance was purchased.

9. To the extent permitted by law and subject to your non-excludable statutory rights and warranties, Electrolux excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.

10. At all times during the Warranty Period, Electrolux shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.

11. To enquire about claiming under this warranty, please follow these steps:

- (a) carefully **check the operating instructions, user manual** and the terms of this warranty;
- (b) have the model and serial number of the Appliance available;
- (c) have the proof of purchase (eg an invoice) available;
- (d) telephone the numbers shown below.

12. You accept that if you make a warranty claim, Electrolux and its ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty

Warranty Periods

Commercial Food equipment – 12 months parts and labour

Commercial refrigeration – 12 months parts and labour

My-Pro laundry equipment - 24 months parts and labour

www.professional.electrolux.com.au

Warranty, Service and Spare Parts 1300 368 299

Service.au@electroluxprofessional.com