

FHIABA LIMITED WARRANTY



Eurolinx Pty Limited A.B.N. 50 001 473 347 trading as Fhiaba ("Fhiaba")
Office: 48-50 Moore Street, Leichhardt N.S.W 2040
Post: Locked Bag 3000, Annandale, N.S.W 2038
P: 1300 MY Fhiaba (694 583)

WARRANTY REGISTRATION

Your ongoing satisfaction with your Fhiaba product is important to us. We ask that you complete the enclosed Warranty Registration Card and return it to us so that we have a record of the Fhiaba products you purchased. Alternatively you can register on line (see registration card for details)

PRIVACY

Fhiaba respects your privacy and is committed to handling your personal information in accordance with the National Privacy Principles and the Privacy Act 1988 (Cth). A copy of the Fhiaba Privacy Policy is available at www.Fhiaba.com.au. Fhiaba will not disclose any personal information set out in the Warranty Registration Card ("Personal Information") without your consent unless required by:

1. law;
2. any Fhiaba related company;
3. any service provider which provide services to Fhiaba or assist Fhiaba in providing services (including repair and warranty services) to customers. Our purpose in collecting the Personal Information is to keep a record of the Fhiaba product purchased by you, in order to provide a better warranty service to you in the unlikely event that there is a problem with your Fhiaba product. Fhiaba may contact you at any one or more of the address, email address or telephone numbers set out in the Warranty Registration Card. Please contact Fhiaba on 1300 694 583 should you not wish to be contacted by Fhiaba.

WARRANTY

1. Warranty

Fhiaba warrants that each Fhiaba product will remain, for a period of sixty (60) months computed from the date of purchase of the Fhiaba product, free from defects arising in the manufacture of the Fhiaba product ("Warranty"). Except for consumer guarantees set out in the Competition and Consumer Act 2010 (Cth) ("Act"), Fhiaba does not make any further warranties or representations in relation to Fhiaba products.

2. What is not Covered by the Warranty.

The Warranty does not apply if an Fhiaba product is defective by a factor other than a defect arising in the manufacture of the Fhiaba product, including but not limited to:

- (a) damage through misuse (including failure to maintain, service or use with proper care), neglect, accident or ordinary wear and tear (including deterioration of parts and accessories and glass breakage);
- (b) use for purpose for which the Fhiaba product was not sold or designed;
- (c) use or installation which is not in accordance with any specified instructions for use or installation;
- (d) use or operation after a defect has occurred or been discovered;
- (e) damage through freight, transportation or handling in transit (other than when Fhiaba is responsible);
- (f) damage through exposure to chemicals, dusts, residues, excessive voltage, heat, atmospheric conditions or other forces or environmental factors outside the control of Fhiaba;
- (g) repair, modification or tampering by the purchaser or any person other than Fhiaba, an employee of Fhiaba or an authorised Fhiaba service contractor;
- (h) use of parts, components or accessories which have not been supplied or specifically approved by Fhiaba.
- (i) damage to surface coatings caused by cleaning or maintenance using products not recommended in the Fhiaba product handbook provided to the purchaser upon purchase of the Fhiaba product;
- (j) damage to the base of an electric oven due to items having been placed on the base of the oven cavity or covering the base, such as aluminium foil (this impedes the transfer of heat from the element to the oven cavity and can result in irreparable damage); or
- (k) damages, dents or other cosmetic imperfections not affecting the performance of the Fhiaba in respect of an Fhiaba product purchased as a "factory second" or from display. The Warranty does not extend to light globes used in Fhiaba products.

3. Domestic Use

Each Fhiaba product is made for domestic use. This Warranty may not extend to Fhiaba products used for commercial purposes; under those circumstances the warranty period is limited to 3 month.

4. Time for Claim under the Warranty

You must make any claim under this Warranty within twenty eight (28) days after the occurrence of an event which gives rise to a claim pursuant to the Warranty, by booking a service call on the telephone number below.

5. Proof of Purchase

Customers must retain proof of purchase in order to be eligible to make a warranty claim in respect of an Fhiaba product.

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6. Claiming under the Warranty

Customers will bear the cost of claiming under this Warranty unless Fhiaba determines the expenses are reasonable, in which case the customer must claim those expenses by providing written evidence of each expense to Fhiaba at the address on the Warranty Registration Card.

7. Statutory Rights

- (a) These terms and conditions do not affect your statutory rights.
- (b) The limitations on the Warranty set out in this document do not exclude or limit the application of the consumer guarantees set out in the Act or any other equivalent or corresponding legislation in the relevant jurisdiction where to do so would:
- (i) contravene the law of the relevant jurisdiction; or
 - (ii) cause any part of the Warranty to be void.
- (c) Fhiaba excludes indirect or consequential loss of any kind (including, without limitation, loss of use of the Fhiaba product) and (other than expressly provided for in these terms and conditions) subject to all terms, conditions and warranties implied by custom, the general law, the Act or other statute.
- (d) The liability of Fhiaba to you for a breach of any express or non-excludable implied term, condition or warranty is limited at the option of Fhiaba to:
- (i) replacing or repairing the defective part of the Fhiaba product;
 - (ii) paying the cost of replacing or repairing the defective part of the Fhiaba product;
 - (iii) replacing the Fhiaba product; or
 - (iv) paying the cost of replacing the Fhiaba product.
- (e) 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 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 and the failure does not amount to a major failure.

8. Defects

Any part of an Fhiaba product deemed to be defective and replaced by Fhiaba is the property of Fhiaba. Fhiaba reserves the right to inspect and test Fhiaba products in order to determine the extent of any defect and the validity of a claim under the Warranty.

*To locate your closest Fhiaba authorised service agent please contact Fhiaba on 1300 694 583, customercare@eurolinx.com.au or visit <https://www.eurolinx.com.au/#customercare>

IMPORTANT!

All warranty service calls must be booked via the customer care department. The team can be contacted on 1 300 85 64 11 option 1 or customercare@eurolinx.com.au

Service is delivered through a network of Service Agents. If the Appliance is located outside our normal Service Area of our agents you, the Customer will need to bear the cost of travel outside that area.

If you are unable to provide proof of purchase, the fault is not covered under warranty or the product is found to be working to specification you may be required to bear the full cost of the service visit

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**DON'T FORGET TO REGISTER
YOUR WARRANTY ONLINE
NOW AT www.eurolinx.support**



**TO REGISTER
YOUR WARRANTY**