

HÄFELE MAJOR KITCHEN APPLIANCES

This document sets out the terms and conditions of the product warranties for Häfele Australia 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.

In this warranty

1.
 - a. 'acceptable quality' as referred to in clause 12 of this warranty has the same meaning referred to in the ACL;
 - b. 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
 - c. 'Appliance' means any Häfele branded product purchased by you accompanied by this document;
 - d. 'ASR' means Häfele Australia authorised service representative;
 - e. 'ASA' means authorised service agent of Häfele Australia or its ASR;
 - f. 'Häfele Australia' means Häfele Australia Pty Ltd of 8 Monterey Road, Dandenong, Victoria, Australia 3175 ACN 006 021 432 in respect of Appliances purchased in Australia;
 - g. '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 uneconomic for Häfele Australia, at its discretion or that of its ASR, to repair an Appliance during the Warranty Period;
 - h. 'Warranty Period' means:
 - i. where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 3 years, following the date of original purchase of the Appliance;
 - ii. This product has been designed for use in a normal domestic (residential environment). This product is not designed for any commercial use. Any commercial use by the customer will reduce this warranty to our Commercial warranty of 3 months.
 - i. 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
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 Häfele Australia or its ASR 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. Häfele Australia or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Häfele Australia or its ASR. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
4. Service under this manufacturer's warranty must be provided by an ASA. Such service shall be provided during normal business hours. This warranty certificate should be shown when making any claim. This Warranty is an extra benefit and does not affect your legal rights.
5. Parts and Appliances not supplied by Häfele Australia or its ASR are not covered by this warranty.
6. You will bear the cost of transportation, travel and delivery of the Appliance to and from Häfele Australia or its ASR. If you reside outside of the service area, you will bear the cost of:
 - a. travel of an authorised representative;
 - b. transportation and delivery of the Appliance to and from Häfele Australia or its ASR, in all instances, unless the Appliance is transported by Häfele Australia or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Häfele Australia or its ASR.
7. Proof of purchase is required before you can make a claim under this warranty (i.e. Tax Invoice, builder's contract, etc)
8. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Häfele Australia 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, clean 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 (i.e. user error)
 - vii. pest infestations, (e.g. mice, rats, cockroaches, etc.)

- viii. failure to comply with any additional instructions supplied with the Appliance;
 - ix. failure to follow the instructions within the supplied user manual;
 - b. the Appliance is modified without authority from Häfele Australia 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 those authorised to by Häfele Australia or its ASR.
- 9.** This warranty, the contract to which it relates and the relationship between you and Häfele Australia are governed by the law applicable where the Appliance was purchased.
- 10.** To the extent permitted by law, Häfele Australia 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.
- a. Häfele Australia will not be responsible for any damage to property or to persons caused by incorrect installation or improper use of the appliance.
 - b. In alignment with the operating instructions within your product user manual, a cooking appliance should never be left operating unattended. Damage relating to this will not be covered under this Warranty.
- 11.** Häfele Australia is not responsible for any inaccuracies, due to printing or transcription errors, contained in this manual. In addition, the appearance of the figures reported is also purely indicative. reserves the right to make changes to its products when considered necessary and useful, without affecting the essential safety and operating characteristics. Häfele Australia is continually seeking ways to improve the specifications and designs of their products. Whilst every effort is made to produce up to date literature, this document should not be regarded as an infallible guide. Only the physical product should be used to derive cut out sizes and fit within cavities.
- 12.** For Appliances and services provided by Häfele Australia in Australia, the Appliances come with a guarantee by Häfele Australia 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 Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
- 13.** At all times during the Warranty Period, Häfele Australia or its ASR shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
- 14.** 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 (e.g. an invoice) or date of occupancy / handover certification / notification available;
 - d. telephone the numbers shown below.
- 15.** You accept that if you make a warranty claim, Häfele Australia and its ASR may exchange information in relation to you to enable Häfele Australia to meet its obligations under this warranty.

IMPORTANT: Before calling for service, please ensure that the steps in point 14 have been followed.

Service

Should you require warranty service please contact Häfele on 1300 334 357 or by emailing hafele@residentia.com. Service call charges to attend any fault excluded by this warranty or where the product is found to be in full operating condition must be borne by the owner.

Warranty Details

Purchaser's Name: _____

Address: _____

Model # of Appliance: _____

Date of Purchase: _____



**Scan to register
your appliance**

Häfele After Sales Support
1300 334 357 (1300 33 HELP)
www.hafeleappliances.com.au

The benefits given to you by this warranty are in addition to any other rights or remedies you may have under a law in relation to the goods or services to which the warranty relates.