

WARRANTY CARD – EURO ALFRESCO

WARRANTY

Subject to the exclusions and limitations set out below we warrant to you that if you purchase Eurostyle Group Pty Ltd (**Eurostyle**) product(s) from one of our authorised retailers that they will not contain defects as a result of faulty manufacturer workmanship or materials. This warranty subsists for a period of three (3) years on Euro Alfresco BBQs, Rangehoods, Beverage Coolers, Cookers, Sinks and Taps; and, ten (10) years on the Stone and Cabinetry commencing from the original date of purchase. Except where caused by a 'Consumer Guarantee' failure, this warranty only applies to the original purchaser of the product(s) from the original date of purchase and is not transferrable to any other person or party under any circumstances. In the event that the product has been purchased with the intention to be gifted, the name of the gift recipient must be included on the original invoice receipt.

Proof of purchase must be produced upon request to facilitate the benefit of this warranty.

Where any product is used for commercial purposes including non-for-profit environments by the purchaser the warranty period offered is strictly 90 days (3 months) from the date of purchase.

EXCLUSIONS AND LIMITATIONS

Except where caused by a 'Consumer Guarantee' failure under the *Australian Consumer Law*, no warranty is offered and **Eurostyle** will not be liable for any damage caused by foreign objects (e.g. coins, underwire, nails, buttons or jewellery), any wearable component, factors beyond its control, unauthorised alteration, modification or substitution of any parts of the original invoiced alfresco kitchen, alfresco appliances, alfresco stone and/ or alfresco cabinetry or used not in accordance with the instructions provided with the product, abnormal, unauthorised or negligent use.

As such the below are not covered under the **Eurostyle** warranty unless caused by a 'Consumer Guarantee' failure as described by the *Australian Consumer Law*:

- All Euro Alfresco Kitchens are designed to be set up and installed in a quasi-outdoor environment as defined in AS/NZS 5601; that is, "An outdoor area sufficiently weatherproofed to allow the installation of an appliance certified for indoors without affecting its safety, combustion or integrity". Such quasi-outdoor environment must have suitable roofing and wall covering of at least 55% of the total wall surface area.
- Installations in direct sunlight inside or outside the covered alfresco main roof line area
- Installations with no backing wall structure;
- Installations in commercial structures including unoccupied commercial or residential structures;
- Installations moved from their original installation location;
- Failure to follow installation procedures and/ or usage guidelines including user manuals provided by **Eurostyle** or by their authorised distributor(s);
- Transport and handling, physical abuse, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, exposure to chemical products, improper maintenance, normal 'wear and tear', scratches, scuffs, burns, stains, wipe marks on darker colour surfaces;
- Faulty workmanship by any person other than approved **Eurostyle** assembler or the nominated distributor assembly team. Any electrical, plumbing or gas works must be undertaken by a licensed professional service provider licensed to operate in the territory or state.
- Where the defect has been disclosed as a feature or limitation of EURO Alfresco by **Eurostyle** in any literature published by **Eurostyle** or their nominated distributor.

TOTAL LIABILITY

Except where caused by a 'Consumer Guarantee' failure, Eurostyle will not be liable for any special, indirect, consequential or economic loss or damage or loss of profits (in contract or tort or arising from any other cause of action) suffered by you or any other person resulting from any act or omission by **Eurostyle** including, but not limited to, food loss or loss and damage as a result of non-operational appliances.

Eurostyle's total liability in respect of this warranty is limited, at its option to, the replacement of the goods or repair of the goods.

STATUTORY GUARANTEES

If you are a consumer for the purposes of the *Australian Consumer Law* this warranty is provided in addition to other rights, you have at law. 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 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.

MAKING A CLAIM

If your **Eurostyle** product is defective and covered by this warranty, please contact **Eurostyle** on: 1800 440 335. To facilitate your claim, you should provide proof of purchase to **Eurostyle** to make a claim under this warranty. Eurostyle may request that you return the defective product to **Eurostyle** or an Authorised Service Agent for assessment. **Eurostyle** is not liable for any costs, loss or damage incurred in connection with transportation or delivery of the product to Eurostyle or the cost of returning a new or repaired product to you. **Eurostyle**, at its sole discretion, may organise for an Authorised Service Agent to assess the product at your nominated address. In such circumstances you are liable for the reasonable travel costs of the Authorised Service Agent to travel to your nominated address.

Given the nature of the product, its intended use as well as the fact that no perishable goods are stored in the product, Eurostyle's total consequential loss in respect to this warrantee is limited, at its option to, the replacement of the goods or repair of the goods to the customer's original delivery site.

APPLIANCE SERVICE

Should you consider that your EURO Alfresco requires a service, please contact **Eurostyle** service and support hotline directly on **1800 440 335**. Hotline operating hours are Monday – Friday (9:00 AM → 5:00 PM AEST) – the Hotline is closed during public holidays.

In case of service or product enquiry, we suggest you record the following information shown on both the outside of the carton, and on the rating plate prior to contacting the Hotline. It is also, good practice to attach your original receipt to this form and keep it in a safe place.

MODEL NAME: _____
SERIAL NUMBER: _____
MODEL NUMBER: _____
PLACE OF PURCHASE: _____
INVOICE NUMBER: _____
DATE OF PURCHASE: _____