

FOTILE WARRANTY Terms & Conditions

FOR SALES IN AUSTRALIA ONLY

Consumer Guarantees

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 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.

Warranty terms & conditions

The benefits provided by this warranty are in addition to other rights and remedies available to the consumers under Australian Consumer Law.

1. This warranty is valid from the date of purchase in Australia and used in Australia in normal domestic applications:
Range Hoods: Two year On-Site Warranty (including parts and labour); motor (all models) and adjustable elevation rods of models using this part are covered by a ten-year (parts only) warranty.
Cooktop: Two-year On-Site repair service(including parts & labour); the tempered glass panels of glass cooktop are covered by a ten-year (parts only) warranty.
Oven, Combi Oven, Microwaves, Steam Ovens and Sink Dishwasher: one-year repair service (including parts & labour).
2. If the product is located 40 kilometers outside of the GPO of Melbourne, Sydney, Brisbane or Perth, you must cover the travel cost incurred by the nearest authorised service agent. The cost will be disclosed to you for an acceptance prior to your claim of being processed. If the product must be taken back to an authorised repair service centre for further testing, you agree to let the designated personnel to pick up and take the product for

- further testing, at the cost of FOTILE.
For a carry in serviceable products (e.g. micro-waves), the product is transported at your cost and risk while in transit to and from the place of purchase or the nearest authorised service agent for repair.
3. To the extent permitted by law, this warranty is subject to the following conditions:
 - The consumer carefully follows all instructions packed within the product;
 - The consumer carefully follows the installation instructions provided and complies with the electrical wiring regulations, gas and/or plumbing codes;
 - The consumer does not use the product for any purpose other than the domestic and indoor use for which it has been designed;
 - The product is purchased and installed in Australia.
4. To the extent permitted by the law, no repair or replacement will renew or extend the warranty period. You may have statutory rights in respect of repaired and replaced products outside this period.
5. The product presented for repair may be replaced by a brand new product of the same type rather than being repaired.
You agree that any replaced product or parts become the property of FOTILE or the authorised service agent. This warranty does not apply to light globes, oil cup, batteries or similar consumable parts.
6. This warranty is not transferable to a subsequent owner; however a subsequent owner may still have rights under the Australian Consumer Law.

Warranty Card
Serial No.

Customer Detail

Name: Suburb: Postcode: Address: Tel: Mobile: Email:

Products Details(Please √ Where Applicable)

Hood Model Oven/Combi Oven/ Steam Oven/Microwave Oven Model

Cooktop Model Sink Dishwasher Model

Purchase Details

Purchased From: Date of Purchase (DD/MM/YY): Installer Name: Installer Contact: Installation Date:

(This portion to be mailed)
Please complete the warranty card and send it back to Aurora Trading Group Pty Ltd within 14 days from the date of purchase.

Warranty Card
(Customer's Copy)
Serial No.

Customer Detail

Name: Suburb: Postcode: Address: Tel: Mobile: Email:

Products Details(Please √ Where Applicable)

Hood Model Oven/Combi Oven/ Steam Oven/Microwave Oven Model

Cooktop Model Sink Dishwasher Model

Purchase Details

Purchased From: Date of Purchase (DD/MM/YY): Installer Name: Installer Contact: Installation Date:

Please keep this warranty card and proof of purchase in a safe place for future reference should you require service for your appliance.

Sender : _____

Address: _____



Please send this Warranty Registration Card to

FOTILE Australia's Sole Distributor
Aurora Trading Group Pty Ltd
Attention: After Sales Service Department
620 Camberwell Road, Camberwell, VIC 3124
Australia

FOTILE

FOTILE

FOTILE Australia's Sole Distributor
Aurora Trading Group Pty Ltd
Attention: After Sales Service Department
620 Camberwell Road, Camberwell, VIC 3124
Australia

 **Customer Service Line: 03 9939 9926**

 **www.fotile.com.au**

Warranty Exclusions - To the extent permitted by law:

1. This warranty does not cover damage caused by:

- accident or misuse including failure to properly maintain or service or by use within an improper operating environment
- power surges, electrical storm damage, incorrect power supply or an act of God
- incomplete or improper installation
- incorrect, improper, inappropriate operation, failure to comply with the instruction manual or any additional instructions supplied with the product
- insect or vermin infestation
- Please use neutral cleaning products to clean Fotile product, we recommend using Hillmark steel kleen stainless steel cleaner & repellent for surface clean
- The warranty does not cover surface damage caused by using the acidic or alkaline detergent
- unauthorised modification
- unauthorised services or repair or use of non-genuine FOTILE parts

2. This warranty does not extend to normal wear and tear or theft.

3. This warranty does not cover costs associated with in replacing and maintaining consumable parts which have ceased working through normal wear and tear such as light globes, oil cup, batteries or similar consumable parts, unless such items are shown to be defective when the product was first purchased by the consumer.

4. This warranty does not cover the product which does not bear the serial number in its original form or has been removed, defaced or altered from the product.

5. This warranty does not cover the parts of which products have been out of the market for more than 5 years. We reserve the right, without liability or prior notice, to revise, discontinue, or cease to make available any products or parts.

Warranty Claims

1. Before you contact FOTILE for service and assistance, please take the following standard procedures:

- check the warranty terms & conditions;

- check the instruction manual for the recommended solutions;
- check whether the product is connected to power;
- check whether the fault is user related;
- check whether the product is correctly installed.

2. To make a valid claim under the warranty, you must

- provide us with proof of purchase
- provide us with the product model number and serial number
- cease using the product when a fault arises and contact us after you first become aware of the fault and point to the defect
- provide reasonable and safe access to the product at times nominated by us or the authorised service agent
- provide installation detail, cooktop needs Certificate of Compliance

3. You will be responsible to a service call-out fee if the product is found to be in working order or the authorised service agent cannot obtain easy and safe access to remove the product for inspection and repair.

4. You acknowledge and agree that FOTILE and the authorised service agent may exchange information about you and the product to meet our obligation under this warranty and to better respond to your request for assistance if you make a warranty claim.

5. For Warranty/Repair Service, please contact the FOTILE Australia's sole distributor:

Aurora Trading Group Pty Ltd
620 Camberwell Road, Camberwell, VIC 3124
Tel: (03) 9939 9926
Email: service@ifotile.com.au

Note: Please complete enclosed warranty card when you have unpacked the product and staple this warranty card with proof of purchase such as the invoice or sales docket. Please keep the warranty card and proof of purchase in a safe place for future reference.