

# 90 Day Money Back Guarantee

## Terms and Conditions:

- From October 1<sup>st</sup> 2007 Andi-Co Australia Pty Ltd will offer a 90 day money back guarantee on all Liebherr wine cellars.
- This guarantee excludes all Liebherr refrigeration including the SBSes 7053.
- To qualify for the 90 day money back guarantee the wine cellar must be trialed for a minimum of 60 days and returned prior to the conclusion of 90 days from the purchase date.
- If at any time during the trial period it appears there may be a fault or defect with the appliance, the customer must report it to Andi-Co Australia Pty Ltd immediately via email, telephone, letter or fax. If the fault or defect can not be rectified during the trial period, the customer will be able to return the appliance as per the terms and conditions stated for the 90 day money back guarantee.
- Refunds will not be issued if the customer 'changes their mind'. Refunds will only be issued if the customer is not satisfied with the Liebherr wine cellar and believes it has not fulfilled its designed purpose and did not care for the wine as anticipated.
- Refunds will only be issued for the purchase price of the Liebherr wine cellar. It excludes all other costs including delivery and handling charges that may have been incurred upon purchasing the appliance and any costs that may be incurred upon returning the appliance to claim a refund. Any installation or handling charges that may have been incurred for built-in wine cellars are also excluded. This includes both installation and removal of the wine cellar if the customer chooses to return the appliance. It also excludes any costs incurred by the customer contacting Andi-Co Australia Pty Ltd whether by phone, email, fax, letter or any other means. These refund terms are not negotiable.
- Andi-Co Australia Pty Ltd will organise collection of the appliance in metropolitan areas only – no charge will be incurred by the customer.
- Andi-Co Australia Pty Ltd will also organise collection of the appliance outside of metropolitan areas however a charge will apply in those instances – you will be advised of this cost prior to collection. If you choose not to pay this cost prior to collection of the appliance you will be refunded the cost of the appliance less the collection fee.
- Goods must be returned in the original condition. If goods are damaged during delivery or installation of the appliance or by the customer, Andi-Co Australia Pty Ltd on behalf of Liebherr reserve the right to refuse the refund claim or reduce the refund to an amount Andi-Co Australia Pty Ltd deem appropriate.
- Goods must be returned in original packaging with all accessories and materials that were supplied. If goods are not returned in original packaging inclusive of all accessories and materials, Andi-Co Australia Pty Ltd on behalf of Liebherr reserve the right to refuse the refund claim or reduce the refund to an amount Andi-Co Australia Pty Ltd deem appropriate.
- Please allow up to 30 days for the refund to be processed after receipt of returned appliance. Refunds will be issued in the form of a cheque to the nominated person on the return claim form.
- A return claim form must be completed prior to collection of the appliance.
- A return claim form can be downloaded from [www.andico.com.au](http://www.andico.com.au) or can be mailed upon request by contacting 1800 685 899.
- A return claim form must be received within 90 days from purchase. No consideration will be given for a return claim form received after the 90 day period. A return claim form that is received prior to the 60 day trial being completed will not be given due consideration.
- A return claim form must be mailed to the below address. Proof of purchase (invoice) must accompany the return claim form and indicate: the date the goods were purchased and delivered, the cost of the appliance excluding delivery charges and that the goods were paid for in full. Manual dockets will not be accepted. An incomplete or illegible return claim form will be deemed invalid.

### **Andi-Co Australia Pty. Ltd.**

### **90 Day Money Back Guarantee**

**1 Stamford Road  
Oakleigh Vic 3166**

- Andi-Co Australia Pty Ltd will contact the customer after the return claim form and accompanying requested information is received to arrange a suitable day to collect the appliance. Collection days are Monday to Friday between the business hours of 9am – 5pm. Andi-Co Australia Pty Ltd can not stipulate an exact time for collection. If the customer chooses to return the appliance of their own accord these days and hours still apply.
- The 90 day money back guarantee on Liebherr wine cellars is only open to residents of Australia.
- The 90 day money back guarantee is only open to NEW customers who purchase after October 1<sup>st</sup> 2007. If you are an existing owner of a Liebherr wine cellar prior to this date, the money back guarantee does not apply.
- The 90 day money back guarantee may only be claimed where the purchase is for private / domestic / household use. Wine cellars used for commercial purposes are excluded.
- If any of the terms and conditions of the Liebherr 90 day money back guarantee are violated the goods will be deemed non returnable.
- Andi-Co Australia on behalf of Liebherr reserve the right to make changes to the terms and conditions of this offer at any time or may conclude the 90 day money back guarantee offer at any time without notification.