



An AGA Company

Dear Customer,

To assist us with after sales service of your appliance, we recommend registering the warranty for your appliance. By registering your warranty details with us, we are able to offer faster, more efficient service should you require it.

The most efficient way to register your warranty is via our website at [www.andico.com.au](http://www.andico.com.au). Alternatively should you prefer to phone us please do not hesitate to contact our Customer Service Desk on 1300 650 020 to register your warranty.

For future reference please print or save a copy of this warranty statement and store in a safe place, along with proof of purchase documents. Should you require service under warranty, this information may be required.

# **ANDI-CO AUSTRALIA PTY LTD WARRANTY FOR HOUSEHOLD APPLIANCES. FALCON APPLIANCES - 5 YEAR WARRANTY**

Andi-Co Australia Pty Ltd - 1 Stamford Rd, Oakleigh, Vic 3166

1) Andi-Co Australia Pty Ltd guarantees the equipment against defective material or faulty manufacture when used for domestic purposes for a period of FIVE (5) years from the date of purchase by the original Purchaser. All FALCON cooking appliances must be installed by a qualified electrician or plumber where applicable. Failure to produce documentary proof of approved installation may negate the FIVE (5) year warranty.

2) To the extent permitted by law, where the appliance, the subject of a warranty claim, is used or installed outside the capital city metropolitan area or the normal service area of an Authorised Service Agent or Andi-Co Australia Service Centre, the cost of delivery to the nearest Service Division or Authorised Service Agent shall be for the account of the Purchaser.

3) Risk in regard to appliances to be repaired shall at all times remain with the Purchaser.

4) This guarantee is given on the condition that the appliance to which it applies is used for the purpose and in the manner intended by its construction and for no other purposes whatsoever.

5) Andi-Co Australia Pty Ltd shall not be responsible for damage of any kind resulting from but not limited to; accidents, power surges, electrical storm damage, incorrect power and / or gas supply, infestation (vermin or insect), incorrect installation, electricity or plumbing installation, improper use of controls or failure to use the appliance in accordance with the operating instructions and from general misuse or abuse.

6) Any attempt by an unauthorised person to repair or tamper with the equipment shall render the guarantee null and void.

7) This guarantee does not apply to light bulbs, filters, fuses or to items where length of life depends on the extent of use and care given.

8) This guarantee is given on condition that the Purchaser takes all reasonable precautions in preserving the equipment and ensures the same is kept and maintained in good working order and condition.

9) This guarantee shall be available only to the original Purchaser of FALCON household appliances from an Authorised Agent in and where the appliance has been retained for use in Australia.

10) Failure to produce documentary proof of the date of original acquisition by the original Purchaser will result in a charge being levied for work done, labour and parts supplied. Likewise a charge will be made for any calls following warranty claim where no fault is found with the appliance.

11) To the extent permitted by law, Andi-Co Australia Pty Ltd's liability under this guarantee is limited to the replacement and/or repair of the defective parts within the guarantee period and does not extend to installation or removal of the appliance and the acceptance of liability by Andi-Co Australia Pty Ltd contained herein is to the exclusion of any other remedy whatsoever and howsoever arising in respect of any equipment to which it applies.

12) 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. The benefits given to you by this warranty are in addition to your other rights and remedies under a law in relation to the goods or services to which the warranty relates.

13) This warranty is given by Andi-Co Australia Pty Ltd, 1 Stamford Road Oakleigh, Victoria 3166. To obtain a remedy under the warranty the purchaser must contact Andi-Co Australia Pty Ltd on 1300 650 020 or email [service@andico.com.au](mailto:service@andico.com.au).

Andi-Co Australia Pty Ltd reserves the right to change specifications of products, parts and material without notification.

## **REGISTERING YOUR WARRANTY:**

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Warranty statement effective 29/01/2019