

# ELECTROLUX EXTENDED WARRANTY

This Extended Warranty provides you with benefits which are additional to those available to you under the Australian Consumer Law (ACL). Please see below for more information regarding your consumer rights under the ACL.

By purchasing this Extended Warranty you can be certain your Appliance will either be repaired or replaced by an Electrolux certified technician using genuine replacement parts or replaced by the manufacturer if it suffers a mechanical or electrical fault or defect during the Extended Warranty Period, subject to the exclusions and limitations described in the Terms and Conditions.

As all parts and labour are included, you can be sure you will have no additional repair bills to pay during the Extended Warranty period where your product suffers a mechanical or electrical fault or defect and you have a valid claim – meaning you can get on with making the most of your appliance.

To take advantage of this Extended Warranty offer, simply complete the form below.



Electrolux



Westinghouse

Kelvinator



CHEF



SIMPSON

dishlex

Australia only

**Complete the Electrolux Extended Warranty form below and mail to:**

Electrolux Extended Warranty, Locked Bag 5027, Reply Paid 84390, Alexandria NSW 2015

## CUSTOMER DETAILS

Mr  Mrs  Ms  Other (please specify)  Surname   
Given names   
Address   
 State  Postcode   
Phone (home)  Phone (work)  Phone (mobile)   
Email address

## ELECTROLUX REPRESENTATIVE DETAILS (IF APPLICABLE)

Name  Store Identification Number   
Store address   
Signed for and on behalf of Electrolux  Date

## APPLIANCE DETAILS

Product purchased  Total amount spent (\$)   
Model no.  Serial no.\*  Date purchased

## WARRANTY DETAILS

YES, please extend my warranty by 3 years in accordance with the Terms and Conditions. (refer to page 2 for prices and page 4 to view the Terms and Conditions) \$   
 Enclosed is my cheque made payable to Electrolux Home Products Pty Ltd  
**OR** please debit my credit card Visa  MasterCard   
Credit card no.  Expiry date  Security code   
Signature  Date

# Electrolux Extended Warranty

Please read the Terms and Conditions carefully, as they set out important details about your rights and the scope of the Extended Warranty. By purchasing the Extended Warranty, a Purchaser accepts these terms and conditions.

## Extended Warranty products

PRICE\*\*

Wall & Underbench Ovens	Up to and including 60cm single oven	\$158
	Pyrolytic, steam and 90cm oven	\$210
	Double/duo oven and oven with grill	\$252
Compact Ovens	Compact steam oven	\$168
	Compact combination microwave oven	\$168
Freestanding & Elevated Cookers	Single fuel	\$189
	Dual fuel	\$210
Cooktops	Standard gas and electric	\$179
	Ceramic	\$189
	Induction	\$210
Rangehoods	Slide out and fixed	\$100
	Canopy and chimney	\$168
Microwave Ovens	Built-ins	\$105
Built-in Coffee Machines		\$84
Dishwashers		\$184
Washing Machines	Combination front load washer/dryer	\$263
	Front load - all models excluding combined washer/dryer	\$200
	Top load	\$137
Dryers	Vented	\$137
	Condenser	\$179
Refrigerators & Freezers	Small - up to and including 299L	\$110
	Large - greater than 300L	\$131
	Side by Side - excluding ice and water models	\$168
	4 door	\$179
	Side by Side Deluxe - includes ice and water models	\$189
	French door	\$173

\*\* Please note that the prices listed above may change from time to time. We will advise you of any relevant price changes prior to finalising your Extended Warranty purchase.

## How to make a claim under this Extended Warranty

An Extended Warranty certificate with an authority number will be issued once the Extended Warranty Fee has been paid to Electrolux.

To enquire about claiming under this Extended Warranty, please follow these steps:

- carefully check the operating instructions, user manual and the terms of this Extended Warranty;
- have the model number of the Appliance available;
- have the proof of purchase (e.g. an invoice) and Extended Warranty certificate available;
- phone Electrolux Customer Care Centre on 1300 363 640

# Electrolux Products and the Australian Consumer Law

## Summary of rights and remedies under the ACL

Electrolux Appliances come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). The consumer guarantees include that goods will be of acceptable quality, fit for a particular purpose made known by the consumer, match their description and match any sample or demonstration model. Your consumer guarantee rights under the ACL operate alongside, and in addition to, your rights under the Electrolux Extended Warranty.

In the event of a breach of a consumer guarantee where there is a major failure of the goods, consumers are entitled, within the rejection period, to reject the goods and choose a replacement or refund. Where the failure does not amount to a major failure, consumers are entitled to have the seller repair or replace the goods (at the supplier's choice). Consumers can also claim compensation for any reasonably foreseeable loss or damage suffered as a result of a failure from the seller or the manufacturer. Whether a specific failure breaches a consumer guarantee and a consumer is entitled to a remedy will depend on the circumstances.

Consumer guarantees have no set time limit but generally last for an amount of time that is reasonable to expect in the circumstances, given factors including the cost and quality of the goods, the use made of the goods and any representation made by the supplier or manufacturer. The exact amount of time that consumer guarantees last in the case of a specific purchase varies depending on the circumstances.

Consumers with a claim for breach of a consumer guarantee should contact the seller of the goods at first instance.

For more information about the ACL and consumer guarantees see [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au).

## Summary comparison of ACL and Electrolux Extended Warranty

	Australian Consumer Law	Electrolux Extended Warranty
<b>Repair or replacement coverage for</b>	Protection where the product is not of 'acceptable quality', 'fit for purpose', or does not 'match the description'. This includes protection against mechanical or electrical fault or defect.	Mechanical or electrical fault or defect.
<b>How long does the protection against defects last?</b>	A reasonable period from date of delivery until the defect becomes apparent. What is reasonable will depend on the circumstances including the nature of the goods, the price, the way it is used and any statements or representations made	Three years after the end of the Manufacturer's Warranty
<b>What remedies are available if the product is defective?</b>	Repair, refund, replacement and/or damages for consequential loss. The exact remedy will depend on the specific circumstances. Note, as set out above, a consumer is not entitled to require a refund or replacement in all cases. Further, a refund or replacement can only be required if notice is given to the seller within the 'rejection period' (i.e. a reasonable period from the date of supply of the product).	Repair or replacement by an Electrolux certified technician
<b>Who is obliged to provide the remedy for a defective product?</b>	The seller (if seeking a repair, refund or replacement, or claiming damages). Electrolux (if claiming damages, note there is no ACL right to a refund or replacement from Electrolux as the manufacturer)	Electrolux
<b>Will the repairer come to my premises to repair the product?</b>	Contact the seller for details. There is no legal requirement on the seller to attend your premises to repair the product (although if you are seeking a refund or replacement then the seller may be required to collect the product at their expense).	The Electrolux certified technician will attend your premises at no extra charge to repair the product if you live in an Electrolux service area (the metropolitan areas of a capital city and other major regional centres).
<b>What happens if I receive a remedy for a defective product?</b>	Any repaired product continues to be covered. Any replacement product will also be covered	Any repaired product continues to be covered. If you receive a replacement appliance the balance of the Extended Warranty will be transferred to the replacement appliance.
<b>Cost of coverage</b>	No cost	The cost of the Electrolux Extended Warranty

## Additional benefits under the Electrolux Extended Warranty

We appreciate that you may want the certainty of knowing that if Appliances you buy are faulty they are covered for a specific time period. When you purchase an Electrolux Extended Warranty you are obtaining:

- certainty as to the exact period of cover and the remedy you will receive,
- certainty that the Appliance will be repaired by an Electrolux certified technician using genuine replacement parts or replaced by Electrolux,
- the convenience of the Electrolux technician attending your premises when you live in an Electrolux service area, and
- the convenience of having the repair and/or replacement process managed for you by Electrolux.

# EXTENDED WARRANTY TERMS AND CONDITIONS

This Extended Warranty is provided by Electrolux Home Products Pty Ltd (ABN 51 004 762 341) of 163 O'Riordan Street, Mascot NSW 2020, phone: 1300 363 640 (Electrolux).

**1. Who is covered?** The benefits given under this Extended Warranty benefit only the person who purchased the extended warranty coverage and whose name is stated on the Extended Warranty Certificate (Purchaser), and may not be transferred to any other person.

**2. Extended warranty benefits:** Subject to the limitations and exclusions in section 5 below, if the Appliance suffers a mechanical or electrical fault or defect during the Extended Warranty period, Electrolux or its ASC will, at no extra charge if your Appliance is readily accessible for service, repair or replace the Appliance. Electrolux may, in its absolute discretion, choose whether the remedy offered for a valid Extended Warranty claim is repair or replacement.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

You agree that any replaced Appliances or parts become the property of Electrolux.

**3. Extended Warranty Period:** Subject to these terms and conditions, the term of the Extended Warranty for your Appliance commences on the day after the Manufacturer's Warranty expires and continues for a period of 3 years (Extended Warranty Period). The total period of coverage conferred to the Purchaser (including if the Appliance is replaced under this Extended Warranty) is the combination of any applicable Manufacturer's Warranty period and the Extended Warranty Period. These periods are:

- a minimum of 4 years total coverage, if the Manufacturer's Warranty for a Purchaser's Appliance is 12 months; or
- a minimum of 5 years total coverage, if the Manufacturer's Warranty for a Purchaser's Appliance is 24 months.

In the event the Appliance covered by an Extended Warranty cannot be repaired and is replaced, the balance of this Extended Warranty will be transferred to the replacement Appliance.

**4. Eligibility:** This Extended Warranty applies to new Appliances purchased in Australia only. It does not apply to re-worked, reconditioned or second quality Appliances.

**5. What is excluded?** This extended warranty does not cover:

- light globes, batteries, filters or similar perishable parts or accessories;
- parts and appliances not supplied by Electrolux;
- cosmetic damage which does not affect the operation of the Appliance;
- damage to the Appliance caused by negligence or accident, misuse or abuse, including failure to properly maintain or service, power surges, electrical storm damage or incorrect power supply, incomplete or improper installation, incorrect, improper or inappropriate operation, insect or vermin infestation or failure to comply with any additional instructions supplied with the Appliance.

In addition, Electrolux is not liable under this Extended Warranty if:

- the Appliance has been, or Electrolux reasonably believes that the Appliance has been, used for purposes other than those for which the Appliance was intended, including where the Appliance has been used for any non-domestic purposes;
- the Appliance is modified without authority from Electrolux in writing;
- the Appliance's serial number or warranty seal has been removed or defaced; or
- the Appliance was serviced or repaired by anyone other than Electrolux, an authorised repairer or ASC.

The Extended Warranty certificate must be produced together with the Appliance purchase receipt or other proof of purchase, to claim under this Extended Warranty.

**6. Transportation, delivery and travel costs associated with the warranty claim:** If you reside in an Electrolux service area, an Electrolux or ASC technician will attend your premises at no extra charge to you to repair or replace the Appliance in accordance with this Extended Warranty. To the extent permitted by law, you will bear the cost of any additional transportation, travel and delivery of the Appliance to and from Electrolux or its ASC and, if you reside outside the service area, you will bear the cost of:

- travel of an authorised representative; or
- transportation and delivery of the Appliance to and from Electrolux or its ASC.

To the extent permitted by law, in all instances, unless the Appliance is transported by Electrolux or an Electrolux authorised representative, the Appliance is transported at the Purchaser's cost and risk while in transit to and from Electrolux or its ASC.

Where a Purchaser has rights under the ACL in relation to the Appliance, the Purchaser may have a right to claim these transportation, delivery and travel costs back from Electrolux if the Purchaser brings the claim under the ACL (rather than under this Extended Warranty).

**7. Right of Termination:** Electrolux is entitled to terminate an Extended Warranty if Electrolux reasonably believes that the Appliance has been used for purposes other than those for which the Appliance was originally intended, including for non-domestic use and unintended domestic use.

**8. Privacy:** By applying for, and obtaining service under, this Extended Warranty, your personal information (including your name, phone number, address and email address) may be collected by Electrolux from you directly or from our ASC. Any personal information collected by Electrolux in connection with this Extended Warranty will be collected, handled and stored by us in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and our privacy policy (available online at [www.electrolux.com.au/other/privacy](http://www.electrolux.com.au/other/privacy), or from our Customer Care Centre, which can be contacted on 1300 363 640). If the Purchaser does not provide the personal information, we will be unable to provide Extended Warranty coverage.

The Purchaser accepts their personal information will be used by Electrolux and its agents and/or representatives (including its ASC) in order to assess applications for Extended Warranty coverage, provide Extended Warranty services in line with these Terms and Conditions and respond to Purchaser queries. Personal information may also be used for marketing purposes (including to provide you with information about our products, events, service updates, special offers and promotions), as part of research to improve products and services, auditing to rectify errors and/or addressing any complaints. We may also contact Purchasers to notify them about any product recalls or safety issues.

In accomplishing these purposes, we may provide your information to a third party (including an ASC) or related entity we use to support us in providing warranty services. These third parties and related entities may be located outside Australia. The countries in which these third parties are located change from time to time (e.g. as we change our third party support arrangements) and it is not practicable to list those countries here.

We may also disclose your contact information where required or permitted by law.

We require all parties to whom we disclose your contact information to only use that information for the above notified purposes and to take appropriate steps to protect your personal information from unauthorized use or disclosure.

Purchasers are entitled to have access to the personal information about them held by Electrolux, and may access this information by contacting us on 1300 363 640, at email [customer care@electrolux.com.au](mailto:customer care@electrolux.com.au) or our Sydney office: 163 O'Riordan Street, Mascot NSW 2020. Our privacy policy contains further information about how Purchasers may access, and (if applicable) seek correction of, personal information collected by Electrolux in connection with this Extended Warranty. Our privacy policy also contains information about how Purchasers may complain about a breach of the Australian Privacy Principles and how Electrolux will deal with such a complaint.

**9. Important note:** This Extended Warranty is not an insurance policy, nor are we insurers. This Extended Warranty is a warranty and service product supplied by us in respect of Electrolux Appliances.

**9. Governing Law:** This Extended Warranty is governed by the law applicable in the State or Territory where the Appliance was purchased.

## 10. Definitions

**ACL or Australian Consumer Law** means Schedule 2 to the Competition and Consumer Act 2010 (Cth).

**ASC** means Electrolux's authorised service centres.

**Appliance** means the Electrolux appliance covered by this Extended Warranty.

**Extended Warranty Fee** means the fee payable for the Extended Warranty for the Appliance.

**Manufacturer's Warranty** means the warranty given by Electrolux included with the Appliance

