

## **Warranty Conditions**

This warranty is given by BSH Home Appliances Pty Ltd, 1555 Centre Road, Clayton, Victoria, Australia 3168 (BSH).

The appliance is warranted by BSH to be free from defects in materials and workmanship for a period of 4 years from the date of purchase. The benefits offered by this warranty are in addition to your rights and remedies under Australian Consumer 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 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 major failure. In the event of a minor failure, BSH reserves the right to choose to repair or replace the appliance.

To make a warranty claim, you must be able to supply proof of purchase. In the first instance, you should call Customer Care Australia - 1300 087 033. BSH will create and retain a computer record of your claim.

BSH will bear any expenses incurred for warranty claims, excluding the cost of transport of the appliance for service or the service agent's travelling costs to and from your home if you live outside the service area of BSH or one of its service agents.

### **This warranty will not apply in the following cases:**

1. Any defect or damage which is a result of repair, alteration or modification carried out without the written permission of BSH.
2. Any defect or damage which is a result of the use of parts not manufactured, sold or approved by BSH for any replacement or repair.
3. The appliance is operated on an electrical, gas or water supply which differs from the ratings specified on the rating plate and instructions for installation and use of the appliance.
4. The appliance is damaged as a direct result of incorrect installation or being used for a purpose for which it not designed, solder otherwise not in accordance with any instructions for installation and use.
5. If changes occur in the condition or operational qualities of the appliance due to incorrect storage, mounting, climate or any other influence outside the control of BSH.
6. The appliance is damaged as a result of operating the appliance incorrectly or when it was known to be defective.
7. When parts requiring replacement due to normal wear and tear were not replaced including the replacement of the following parts: lenses, globes, glassware, fuses, filters, door seals, bags and similar parts.
8. When the clearing of blockages in pumps and hoses did not take place.
9. When damage is caused directly or indirectly by utility supply problems, lack of user care, electrical storm damage or incorrect power supply.
10. When the cause of a defect or damage is duet operator error.

11. Minor deviations in the specifications or performance of the appliance that do not materially impact its value or suitability.

**What else you need to know:**

The following conditions will compromise and in some cases cancel your warranty.

1. This warranty applies to the original owner only, however, subsequent owners may still have rights under the Australian Consumer Law.
2. If you are required to return the appliance to BSH or service agent, you must ensure it is cleaned, drained and free from debris or residues, securely packed and insured. BSH has no responsibility for loss or damage of the appliance prior to being received by BSH or its service agents.
3. Only detergents (powder or liquid), cleaning and maintenance products suitable for use for Neff appliances are to be used. Please refer to Customer Service to be advised.
4. This appliance is intended for domestic use in the owner's home. Use of the appliance for commercial purposes will limit this warranty to a period of three months.
5. BSH will not be responsible for damage which occurs during delivery or installation.
6. This warranty is not applicable to extended warranty programs offered by third parties.

This warranty applies to appliances purchased from BSH authorised retailers/agents in Australia and operated in Australia. If appliances are shipped abroad, this warranty becomes void.

Our factory customer service and our service partners will continue being available to you after this warranty has expired.

These warranty terms and conditions are valid from 29th April 2022

**BSH Home Appliances Pty Ltd**

Customer Care Phone 1300 087 033

[www.neff.com.au](http://www.neff.com.au)