

WARRANTY

ILVE AUS & NZ PTY LTD

6/111 Moore Street

Leichhardt NSW 2000

tel. 1300 458 328

customercare.au@ilve.com

WARRANTY REGISTRATION

Your ongoing satisfaction with your ILVE product is important to us. We ask that you complete the enclosed Warranty Registration Card and return it to us so that we have a record of the ILVE product purchased by you.

PRIVACY

ILVE respects your privacy and is committed to handling your personal information in accordance with the National Privacy Principles and the Privacy Act 1988 (Cth). ILVE will not disclose any personal information set out in the Warranty Registration Card ("Personal Information") without your consent unless required by:

1. law;
2. any ILVE related company;
3. any service provider which provide services to ILVE or assist ILVE in providing services (including repair and warranty services) to customers. Our purpose in collecting the Personal Information is to keep a record of the ILVE product purchased by you, in order to provide a better warranty service to you in the unlikely event that there is a problem with your ILVE product. ILVE may contact you at any one or more of the addresses, email addresses or telephone numbers set out in the Warranty Registration Card.

WARRANTY

1. Warranty

ILVE warrants that each ILVE product will remain, for a period of twenty four (24) months computed from the date of purchase of the ILVE product, free from defects arising in the manufacture of the ILVE product ("Warranty"). Except for consumer guarantees set out in the Competition and Consumer Act 2010 (Cth) ("Act"), ILVE does not make any further warranties or representations in relation to ILVE products.

2. What is not Covered by the Warranty.

The Warranty does not apply if an ILVE product is defective by a factor other than a defect arising in the manufacture of the ILVE product, including but not limited to:

- (a) damage through misuse (including failure to maintain, service or use with proper care), neglect, accident or ordinary wear and tear (including deterioration of parts and accessories and glass breakage);
- (b) use for purpose for which the ILVE product was not sold or designed;
- (c) use or installation which is not in accordance with any specified instructions for use or installation;
- (d) use or operation after a defect has occurred or been discovered;
- (e) damage through freight, transportation or handling in transit (other than when ILVE is responsible);
- (f) damage through exposure to chemicals, dusts, residues, excessive voltage, heat, atmospheric conditions or other forces or environmental factors outside the control of ILVE;
- (g) repair, modification or tampering by the purchaser or any person other than ILVE, an employee of ILVE or an authorised ILVE service contractor;

(h) use of parts, components or accessories which have not been supplied or specifically approved by ILVE.

(i) damage to surface coatings caused by cleaning or maintenance using products not recommended in the ILVE product handbook provided to the purchaser upon purchase of the ILVE product;

(j) damage to the base of an electric oven due to items having been placed on the base of the oven cavity or covering the base, such as aluminium foil (this impedes the transfer of heat from the element to the oven cavity and can result in irreparable damage); or

(k) damages, dents or other cosmetic imperfections not affecting the performance of the ILVE in respect of an ILVE product purchased as a "factory second" or from display. The Warranty does not extend to light globes used in ILVE products.

3. Domestic Use

Each ILVE product is made for domestic use. This Warranty may not extend to ILVE products used for commercial purposes.

4. Time for Claim under the Warranty

You must make any claim under this Warranty within twenty eight (28) days after the occurrence of an event which gives rise to a claim pursuant to the Warranty.

5. Proof of Purchase

Customers must retain proof of purchase in order to be eligible to make a warranty claim in respect of an ILVE product.

6. Claiming under the Warranty

Customers will bear the cost of claiming under this Warranty unless ILVE determines the expenses are reasonable, in which case the customer must claim those expenses by providing written evidence of each expense to ILVE at the address on the Warranty Registration Card.

7. Statutory Rights

(a) These terms and conditions do not affect your statutory rights.

(b) The limitations on the Warranty set out in this document do not exclude or limit the application of the consumer guarantees set out in the Act or any other equivalent or corresponding legislation in the relevant jurisdiction where to do so would:

(i) contravene the law of the relevant jurisdiction;

or

(ii) cause any part of the Warranty to be void.

(c) ILVE excludes indirect or consequential loss of any kind (including, without limitation, loss of use of the ILVE product) and (other than expressly provided for in these terms and conditions) subject to all terms, conditions and warranties implied by custom, the general law, the Act or other statute.

(d) The liability of ILVE to you for a breach of any express or non-excludable implied term, con

(i) replacing or repairing the defective part of the ILVE product;

(ii) paying the cost of replacing or repairing the defective part of the ILVE product;

(iii) replacing the ILVE product; or

(iv) paying the cost of replacing the ILVE product.

(e) 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.

8. Defects

Any part of an ILVE product deemed to be defective and replaced by ILVE is the property of ILVE. ILVE reserves the right to inspect and test ILVE products in order to determine the extent of any defect and the validity of a claim under the Warranty.

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ONLY FOR AUTHORISED CUSTOMER SERVICE

After sales service and any necessary replacement parts contact information:



ILVE AUS & NZ PTY LTD
6/111 Moore Street
Leichhardt NSW 2000 tel.
1300 458 328
customer care.au@ilve.com

www.ilve.com

Live,
Cook,
Love.

ilve.com

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