

# IMPORTANT KitchenAid® WARRANTY INFORMATION

## LIMITED LIFETIME WARRANTY GUIDELINES

These guidelines are for machines used in a Domestic/Household capacity only and cover parts and labour against manufacturer faults.

### 10 YEARS

ProLine Blender

### 7 YEARS

Magnetic Drive Blender

### 5 YEARS

Pro Line Series  
Stand Mixer - Domestic

### 2 YEARS

#### Coffee & Breakfast

Espresso Machine  
Precision Press Coffee Maker  
Siphon Coffee Maker  
Cold Brew Coffee Maker  
Nespresso Coffee Machine  
Spice & Coffee Grinder  
Burr Grinder  
Toaster  
Electric Kettle  
Glass Tea Kettle  
Sparkling Beverage Maker

#### Food Preparation

Food Chopper  
Food Processor  
Blender  
Hand Blender  
Hand Mixer

#### Electrical Cooking

Cook Processor  
Multi-Cooker  
Slow Cooker

### \*LIMITED LIFETIME WARRANTY

Bakeware  
Cookware  
Stovetop Kettle

### 1 YEAR

Hand Blender - Commercial  
Stand Mixer - Commercial  
All Refurbished Appliances  
Stand Mixer Accessories

### 1 YEAR REPLACEMENT WARRANTY

Microwave Oven

### STAND MIXER ATTACHMENTS

1 Year  
Ice Cream Bowl: 2 Years  
Spiralizer: 2 Years  
Vegetable Sheet Cutter: 2 Years  
Slider/Shredder: 2 Years



# IMPORTANT

# KitchenAid®

# WARRANTY INFORMATION

## \*BAKEWARE, COOKWARE, STOVETOP KETTLE LIMITED LIFETIME WARRANTY:

Your KitchenAid bakeware, cookware, and stovetop kettle is warranted to be free of defects in material or workmanship under normal household use when used in accordance to the instructions furnished with the product. If the product is found to be defective, upon receipt and examination by KitchenAid Australia Pty Ltd, KitchenAid will provide a product or part replacement with an identical or similar item, for the lifetime of the product. This warranty is limited to the original consumer upon presentation of a dated proof of purchase receipt and coverage is not transferable.

### LIMITATIONS: WHAT IS NOT COVERED BY THIS WARRANTY:

1. Damage from ordinary wear and tear, such as scratches, dents, stains or discolouration to all surfaces or other damage that does not impair the function of the cookware.
2. Damage due to improper handling, accident, abuse, misuse, fire, flood, theft, acts of God, neglect, corrosion, modification, exposure to extreme temperatures or failure to follow the manufacturer's use and care instructions
3. Damage or breakage due to dropping or impact
4. Shipping, freight or insurance fees to deliver replacement parts or return defective products to an Authorised KitchenAid Service Centre
5. Use of this product in commercial applications
6. Minor imperfections or blemishes due to variations in paint, enamel, metals, plastic, silicone, ceramic or glass.
7. Replacement products or parts when used outside of Australia and New Zealand.
8. Surface damage due to chemical interaction or cleaning agents including but not limited to scouring pads, abrasive cleaners or automatic dishwashers.
9. Replacement of cookware sets, only the defective part or item will be replaced.

**The cost or repair or replacement under these excluded circumstances shall be borne by the customer.**

The benefits to you given by this warranty are in addition to other rights and remedies available to you under a law in relation to the goods or services to which this warranty relates. Please contact KitchenAid via website for further information on warranty terms. In Australia, 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 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. In New Zealand this warranty is additional to the conditions and guarantees of the Consumers Guarantee Act (1993).

To assist us in managing any warranty claims, please register your product online as soon as possible after purchase at [kitchenaid.com.au](http://kitchenaid.com.au) or [kitchenaid.co.nz](http://kitchenaid.co.nz). To claim your warranty, contact KitchenAid and explain the nature of the problem by email [enquiries@kitchenaid.com.au](mailto:enquiries@kitchenaid.com.au) or phone on 1800 990 990 (AUS) or 0800 881 200 (NZ). You must provide KitchenAid with your warranty details and proof of purchase.

For KitchenAid® Service Enquiries or further warranty information, please call KitchenAid Australia.

Freecall:  
1800 990 990 AU  
0800 881 200 NZ  
From Mobiles: (02) 4902 6500  
or visit [kitchenaid.com.au](http://kitchenaid.com.au) or [kitchenaid.co.nz](http://kitchenaid.co.nz)  
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