



## **IMPORTANT:**

Please keep your receipt, as this must be presented if making a claim under the terms of the Everdure by Heston Blumenthal warranty.

All Service and Assembly Enquires:

**IN AUSTRALIA: Telephone 1300HESTON**

**IN NEW ZEALAND: Telephone (09) 415 6000**

**OR VISIT: [www.everdurebyheston.com](http://www.everdurebyheston.com)**

## **AUSTRALIA**

Our goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other 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 repair.

## **NEW ZEALAND**

Nothing herein contained shall be construed in any way as excluding or limiting your rights under the Consumer Guarantee Act 1993,

## **OUR WARRANTY**

Subject to the following conditions, this product is also covered by the manufacture's 10 YEAR CONDITIONAL WARRANTY from the date of purchase, covering all parts and/or labour.

Our Warranty (which is subject to the conditions below) covers rectification free of charge of any fault arising from defective materials or components, or faulty workmanship.

The product or defective materials will be repaired or replaced at the option of Everdure by Heston Blumenthal, but all costs of installation, removal, cartage, freight, travelling expenses and insurance are to be paid by the claimant. Our Warranty is subject to the product being used for single family domestic household use.

Our Warranty operates in addition to (and does not exclude, restrict or modify) any rights or remedies to which you may already be entitled to under Australian Consumer Law or any consumer guarantees law relating to this product.

## **WHAT IS COVERED?**

During the below listed warranty periods, your oven will be repaired free of charge by Everdure by Heston Blumenthal or its authorised service center provided your oven is delivered to and picked up from Everdure by Heston Blumenthal or its authorised service center, subject to the terms and conditions below.

10 years: Outer body

2 years: Stainless steel parts, heating element, charcoal bucket

2 years: Paint warranty

1 year: All remaining parts

## **WHAT IS NOT COVERED BY OUR WARRANTY?**

1. Any defect or failure caused by the product not being assembled or used in accordance with the instruction/installation manual provided with the product
2. Normal fair wear and tear (e.g. surface rust on cooking plates & heat discoloration).
3. Insect or vermin infestation
4. Unauthorized repairs or use of non-genuine parts.
5. Product scratches & damage as a result of delivery, installation or assembly.
6. Claims to product surface coating due to accidental damage, improper use, of lack of maintenance.
7. Damage from cleaning products not recommended by Everdure by Heston Blumenthal.

## **HOW TO CLAIM OUR WARRANTY**

Contact Everdure by Heston Blumenthal in Australia or New Zealand.