

BAR FRIDGES NZ WARRANTY

WARRANTY STATEMENT

All refrigerated compressor driven products purchased from Bar Fridges New Zealand (BFNZ) are covered by our exclusive **Product Confidence** warranty;

Coverage for products purchased OVER \$500: Two years New Zealand wide 'On Site' parts and Labour Warranty strictly from the invoice purchase date. This is NOT 'parts only' or 'back to base', this is real warranty no cost to you.

*Exceptions: Scratch 'n' Dent and items on special (see below) and any application where products other than drinks are used for cold storage.

Coverage for products purchased UNDER \$500: One year New Zealand wide 'New Replacement' Warranty from the invoice purchase date will be replaced with new, depending on location and logistics.

*Exceptions: Scratch 'n' Dent and items on special (see below) and any application where products other than drinks are used for cold storage.

Coverage for 'Scratch N' Dent products: Stock that is reduced in price will have unique warranty terms which are stipulated on both the website listing and the invoice. These units are deemed second hand and are discounted accordingly - their warranty periods are often reduced.

Bar Fridges New Zealand will pay all costs to repair, replace (with similar or equivalent model) or refund (at our sole discretion) for any faulty unit or part thereof should the fault be deemed as a defect in operation, material, or workmanship. BFNZ is geared towards fairness in all cases. In most instances when we recognise a problem and the problem can be remedied on-site, the work is undertaken via our fleet of service technicians. Should it prove difficult to diagnose the fault or perform the repair work in the space or environment provided, or if the unit is located outside the BFNZ service area then the unit will need to go off site for repair and return.



WARRANTY DOES NOT INCLUDE;

Any expenses resulting from service calls for either products or faults that are not specifically covered by this warranty, (including units which are found to be operating normally). All call out fees will then be borne by the client (at our discretion).

Any expenses resulting from service calls for both fault diagnosis and repair after the above warranty terms have expired. BFNZ will always attempt to assist after warranty periods have expired with spare parts and service, just as we would within warranty periods. Glass door fridges are more prone to needing maintenance than domestic units do.

Any client wishing to return a purchased unit with no legitimate reason. It is understood that the client has read our listing and knows all of the specifications in regard to size, noise levels, condensation, power consumption and the correct environment suited for the fridge. The cost to return is fully borne by the client as well as the initial cost of the delivery, plus a re-stocking fee of 10%. This strictly applies for a 14-day period from the date of the delivery.

Any expenses resulting from defects to the unit caused by any person, other than BFNZ or its authorized service agents, including;

- a) Incorrect installation – such as a lack of ventilation, exposure to the elements where it's not part of the refrigerator specification, sunlight in particular.
- b) Abuse, misuse or alteration.
- c) Failure to let compressor oil and/or refrigerant settle after relocation.
- d) Damage during movement by the client from one location to another including lifting the unit by the doors or door handles.
- e) Act of god or his son, or aliens invading earth.
- f) Insect and/or vermin infestation.
- g) Electrical/Power surges and/or storm damage.
- h) Damage to any area or structure due to movement of the fridge, like wooden floors, walls and glass etc.
- i) Faults due to client re programming or setting controllers wrong.
- j) Blocked condensers due to not being cleaned, it is up to customer to ensure condensers are cleaned periodically, see www.cleanme.eu for relevant info on the type of units that need this.

Any indirect, incidental or consequential damages, spoilt wine or frozen/exploded drinks, water damage including condensation forming on outer glass etc.

- Units used in 'moveable' vehicles (Cars, Vans, Buses etc.) will not be covered under any warranty at all. Talk to us about specific applications and we can help with recommendations.
- Fridges that do not come under our standard warranted lines, these will be clearly advertised with the warranty information directly pertaining to that product, and the purchase invoice will state the warranty.
- Fluorescent or LED lights, locks, ballast, rusted parts (including Stainless Steel), screws, nuts, and any plastic parts involving basic wear and tear.
- Labour if the technician has to travel outside of BFNZ's service area, or the mainland of New Zealand.
- Freight costs for repair if unit is outside the Bar Fridges Australia service agent areas, all major capital cities and towns are included but there are some rare remote areas we cannot service.
- Compensation/Claim in any form if the client hasn't read the listing correctly in regard to the fridge power draw, operation and noise levels. BFNZ has extensive product details and the consumer is obligated to make an informed decision based on our listings and large amounts of information available.

HOW TO OBTAIN SERVICE

To help us to help you, we require your fridge make and model, serial number, date of purchase and a description of the problem. Please ensure you have as much information as possible along with a picture of the fridge showing wide shot and also the controller (if applicable).

There are three ways to seek assistance;

1. **Go online** at <https://www.barfridges.co.nz/pages/warranty-claim-lodgement>
(This will take you through the basics questions needed for us to assist in a timely manner)
2. **Email:** Sales@barfridges.co.nz
3. **Phone** us on 04 526 6009 between 9:00am - 4:30pm Monday to Friday

There is no guaranteed time limit for repairs to be carried out due to the nature of refrigeration products and the technician time booking constraints, therefore you must allow 7-14 days.

Refrigeration mechanics have jobs booked in advance and timeframes are subject to availability. Sometimes units will need to be arranged for return and repair, which can be time consuming. However, all warranty issues are regarded as 'urgent', and every effort will be made to have the problem rectified immediately.

In some cases, to speed the process up where a job is considered a minor repair, the parts may be sent direct to the client and authorisation will be given to make the repair themselves with the warranty not being voided. This is common in situations like fan replacements, which are easy to swap, when the client is an actual tradesman or handy with a screwdriver. We will never allow electrical wiring jobs without tech, only plug 'n' play style jobs.

RE: Proof of Purchase

Proof of purchase is not mandatory, but of course it will help. We internally register the model and your details so to find details, we need invoice (as we keep serial numbers) or either email address or phone number that you used at the time of purchase

RE: Authorised Service Agents

Service is provided by BFNZ and its' authorised service network of refrigeration mechanics throughout New Zealand. We attempt to cover all areas though certain remote areas can often translate to longer waiting periods. We don't allow for services outside of normal working hours, otherwise call out fees are applicable. ALL call outs have to be arranged and performed by approved BFNZ service technicians. Clients cannot arrange their own technicians within warranty period at all, this could void the warranty.

RE: Replacement Parts / Items Out of Warranty:

Parts will always be available at very reasonable prices after the warranty period is finished, our exclusive 10 year parts availability guarantee is great peace of mind. It is very important to BFNZ to keep clients happy after the warranty period has expired.

*Check our unique Fridge Diagnosis Knowledge Base to Assist In Finding Fault: <http://kb.barfridges-australia.com.au/>

