

CONSUMER REPAIR FORM

Consumer Care Contact 1300 217 411

hi@upangsterilizer.com.au

Please complete all details required below and then enclose this form with your product

Name		
Address		
Phone		
Email		
Model (Please Circle)	Colour	Serial Number (Found on Back of Machine)
701 / 802 / 901		

701 & 802 only –

Have the light bulbs been changed? YES/NO (Please Circle)

Date last changed: _____

PLEASE DESCRIBE THE FAULT FOR REPAIR

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Checklist

Do you have proof of purchase/receipt?	Yes (please attach)	No
Date of Purchase:		
From which retailer did you purchase this from?		
Is this a warranty claim?		

Please ship to

uPang Australia/Warewashing Solutions Pty Ltd,
15/12 Mars Road, Lane Cove West NSW 2066

PLEASE NOTE: FAILURE TO CLEAN YOU UPANG BEFORE IT IS SENT IN WILL RESULT IN A CLEANING FEE.

RETURN SHIPPING INFORMATION

Please ensure your products are wrapped and secured in a box to limit any damage. We recommend that if you do not have the original packaging, retain the shelves with you as they can damage the inside of the machine if not adequately secured during transport. In your box, include this paperwork and your proof of purchase. Please ask your preferred shipping company to provide you with tracking.

Please note: uPang Australia/WAREWASHING SOLUTIONS Pty Ltd is not responsible for any loss or damage during transit to our warehouse. We recommend that you insure your product, however this is at your discretion and cost.

The approximate turnaround for repair is currently 2 business days plus shipping.

Special Instructions	

Warranty applies only to products sold in Australia via authorised retailers.

The benefits conferred by this warranty are an alternative to all other rights and remedies in respect of the product which the consumer has under the Trade Practices Act and similar State and Territory Laws.

uPang Australia/WAREWASHING SOLUTIONS Pty Ltd warrant each new appliance to be free of defects in materials or manufacturing process for a period of twelve (12) months from the original date of purchase. Consumers who have purchased an extended warranty will have this coverage for a period of twenty-four (24) months from date of purchase.

Should defects, due to faulty materials or manufacturing process, develop within the warranty period the appliance will be repaired and/or defective parts replaced without charge, providing all conditions of this warranty are observed. Please be advised light bulbs are not covered under this warranty.

1. Proof of purchase must be produced before uPang Australia/WAREWASHING SOLUTIONS Pty Ltd or its authorised service agents commence warranty work.
2. This warranty is void if the equipment has been damaged due to misuse or neglect; or is used for a purpose for which it is not suited; or if repairs, alterations or modifications have been attempted by other than uPang Australia/WAREWASHING SOLUTIONS Pty Ltd or its authorised agents.
3. uPang Australia/WAREWASHING SOLUTIONS Pty Ltd is not responsible for any service required due to misapplication, improper installation, inadequate wiring, incorrect voltage conditions or for any consequential damages of any kind. When required by statutory or local authority, equipment must be installed by qualified persons in accordance with all relevant regulations.
 - a. In addition to the above, all items must be returned in a clean condition. Items returned under the warranty policy that appear to have not been regularly cleaned (e.g food residue (**food should never be put in this machine**), water stains left on the left on the bottom of the machine) may void the warranty.
4. This warranty does not cover damage caused in transit (excluding deliveries completed by uPang Australia/WAREWASHING SOLUTIONS Pty Ltd)
5. Cost of transport, of any appliance or part, to and/or from uPang Australia/WAREWASHING SOLUTIONS Pty Ltd or its authorised service agent is the responsibility of the owner.
6. A charge will be made where failure is due to neglect, abuse or accidental damage on the part of the operator, or when no fault can be found, or where the fault is due to causes outside of uPang Australia/WAREWASHING SOLUTIONS Pty Ltd.
7. The above does not preclude the purchaser from their statutory rights as a consumer.
8. Light bulbs and accessories are not covered under warranty.