

This product warranty covers "Di Lusso" branded appliances (product) by Shinda International Pty Ltd (we/us).

The purchase of this product is an important investment in your home. To protect your investment you should complete the registration form at the bottom of this product warranty and return it immediately.

The benefits given by this product warranty are in addition to all other rights and remedies that you, the consumer has under any law in respect of the appliance to which this product warranty relates.

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.

1. We warrant, that this product is free from manufacturing defects in workmanship and material as follows:
 - a) for products purchased and used for DOMESTIC OR HOUSEHOLD USE a period of 3 years (36 months) parts and labour warranty from the date of purchase from the original purchaser or date of handover for new dwellings; and
 - b) for products purchased and used for other than domestic or household use, a period of 90 days parts and labour warranty from the date of purchase by the original purchaser. Examples of non-domestic or non-household use are, but not limited to, use of the appliance in a factory, office or restaurant environment.
2. We will, during the period of warranty, subject to the following conditions, repair or replace free of charge the product or any componentry part, which upon examination by us is found to be defective. The balance of the original warranty will remain effective if there is a replacement of the appliance or any part under the terms of this warranty, it does not carry an extension or new period of warranty. Labour will be supplied free of charge during the labour warranty period.
3. Our warranty does not cover:
 - a) fair wear and tear;
 - b) accidental or intentional damage to glass due to lack of maintenance or impact;
 - c) replacement of light bulbs, carbon filters and other consumable parts;
 - d) failure or damage cause by alterations, service or repair work (whether made or attempted to be made) by persons other than our authorised service agents;
 - e) the appliance, if the rating plate has been removed or the serial number or other identification details on the appliance have been removed or rendered illegible;
 - f) defects caused by connection to any gas type or electrical voltage other than shown on the rating plate;
 - g) damage caused by chemicals or corrosive atmosphere;
 - h) misuse, abuse, accident or absence of care, installation, operation or maintenance which is contrary to the instructions supplied by us;
 - i) damage caused by a foreign object or by use for purposes other than that for which it was designed;
 - j) failure of electrical components due to power surges or outages;
 - k) discolouration caused by steam, heat or venting during the ordinary use of the product;
 - l) labour costs incurred due to a service technician performing checks which should have been carried out by the customer and where no defects are found.

4. For servicing, our service technician must have easy access to the product, we are not liable for any damages which may occur in order to access the product. A service charge will be chargeable by the attending service technician if any work is required to gain reasonable access to the product or service may be refused if access is deemed dangerous.
5. To claim on this Warranty, you must, within the applicable period specified in clause 1:
 - a) Contact Shinda International Pty Ltd
Unit 7, 9 Mavis Street, Revesby NSW 2212
Telephone: 1300-358-770
Email: service@dilussoappliances.com.au
Website: www.dilussoappliances.com.au

to obtain a Return Authorisation Number or Service Call Number.
 - b) Where appropriate, we will request that you post or courier the defective appliance to the address above, clearly stating your Return Authorisation Number in original packaging or rigid box (to prevent further damage in transit) together with your proof of purchase showing the date of original purchase. We will provide you with instructions to send the appliance back to us free of charge if this Product Warranty is applicable.
 - c) You should not attempt to remove the product unless advised by us after making a warranty claim.
6. Proof of purchase or handover is required for validation of all warranty claims. The inability to provide the same may result in us rejecting your claim. If your claim is rejected you will be required to pay for the cost of the service call, labour and parts.
7. Parts such as seals, knobs and burner caps that require replacing and are covered under this Product Warranty may be posted to you to replace. We will be responsible for the cost of delivering the repaired or replacement part to you.

SERVICE CALL (1300-358-770)

Complete this section and keep for your own record

Appliance type:

Model No:

Serial No:

Purchased From:

Date of Purchase: ____ / ____ / ____

Please complete this section and return to:

Shinda International Pty Ltd (Unit 7, 9 Mavis Street Revesby NSW 2212 Australia)

Appliance Type:

Model No: Serial No:

Purchased From:

Date of Purchase: ____ / ____ / ____

Name:

Address: Postcode:

Installers Signature:

Installer License Number: Installer compliance Number: