



**Worldwide Appliances Pty Limited**

**A.B.N. 45868077422**

**Distributed by Eurolinx Pty Ltd**

**Office:**

**48-50 Moore Street, Leichhardt N.S.W 2040**

**Post:**

**Locked Bag 3000, Annandale, N.S.W 2038**

**P: 1300 694 583**

## **WARRANTY REGISTRATION**

Your ongoing satisfaction with your Hoover product is important to us. We ask that you complete the enclosed Warranty Registration Card and return it to us so that we have a record of the Hoover product purchased by you.

## **PRIVACY**

Worldwide Appliances respects your privacy and is committed to handling your personal information in accordance with the National Privacy Principles and the Privacy Act 1988 (Cth). A copy of the Worldwide Appliances Privacy Policy is available at [www.hooverappliances.com.au](http://www.hooverappliances.com.au). Worldwide Appliances will not disclose any personal information set out in the Warranty Registration Card ("Personal Information") without your consent unless required by:

1. law;
2. any Worldwide Appliances related company;
3. any service provider which provide services to Hoover or assist Hoover in providing services (including repair and warranty services) to customers. Our purpose in collecting the Personal Information is

to keep a record of the Hoover product purchased by you, in order to provide a better warranty service to you in the unlikely event that there is a problem with your Hoover product. Worldwide Appliances may contact you at any one or more of the address, email address or telephone numbers set out in the Warranty Registration Card. Please contact Hoover on 1300 694 583 should you not wish to be contacted by Worldwide Appliances.

## **WARRANTY**

### **1. Warranty**

Worldwide Appliances warrants that each Hoover product will remain, for a period of either 12 months or 24 months of warranty. All Warranties are valid from the original date of purchase, And warranty claims must be accompanied by the proof of purchase.

### **24 months warranty products:**

All Built-in Appliances – Limited to Ovens, Gas, Induction and Electric Cooktops, and All Rangehoods. Freestanding Cookers - Gas and Electric Models (900mm Width).

Dishwashers - Freestanding, Fully Integrated, Semi Integrated and built-in. All Wine coolers. All Dryers. Freestanding Cookers - Gas and Electric Models in 50cm, 54cm and 60cm Widths  
Portable Appliances\* – Benchtop Models and Portable Gas Models

### **2. What is not Covered by the Warranty.**

The Warranty does not apply if an Hoover product is defective by a factor other than a defect arising in the manufacture of the Hoover product, including but not limited to:

- (a) damage through misuse (including failure to maintain, service or use with proper care), neglect, accident or ordinary wear and tear (including deterioration of parts and accessories and glass breakage);
  - (b) use for purpose for which the Hoover product was not sold or designed;
  - (c) use or installation which is not in accordance with any specified instructions for use or installation;
  - (d) use or operation after a defect has occurred or been discovered;
  - (e) damage through freight, transportation or handling in transit (other than when Worldwide Appliances is responsible);
  - (f) damage through exposure to chemicals, dusts, residues, excessive voltage, heat, atmospheric conditions or other forces or environmental factors outside the control of Worldwide Appliances;
  - (g) repair, modification or tampering by the purchaser or any person other than Worldwide Appliances, an employee of Worldwide Appliances or an authorised Hoover service contractor\*;
  - (h) use of parts, components or accessories which have not been supplied or specifically approved by Hoover.
  - (i) damage to surface coatings caused by cleaning or maintenance using products not recommended in the Hoover product handbook provided to the purchaser upon purchase of the Hoover product;
  - (j) damage to the base of an electric oven due to items having been placed on the base of the oven cavity or covering the base, such as aluminium foil (this impedes the transfer of heat from the element to the oven cavity and can result in irreparable damage); or
  - (k) damages, dents or other cosmetic imperfections not affecting the performance of the Hoover in respect of an Hoover product purchased as a "factory second" or from display
- The Warranty does not extend to light globes used in Hoover products.

### **3. Domestic Use**

Each Hoover product is made for domestic use. This Warranty may not extend to Hoover products used for commercial purposes.

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#### 4. Time for Claim under the Warranty

You must make any claim under this Warranty within twenty eight (28) days after the occurrence of an event which gives rise to a claim pursuant to the Warranty, by booking a service call on the telephone number below.

#### 5. Proof of Purchase

Customers must retain proof of purchase in order to be eligible to make a warranty claim in respect of an Hoover product.

#### 6. Claiming under the Warranty

Customers will bear the cost of claiming under this Warranty unless Worldwide Appliances determines the expenses are reasonable, in which case the customer must claim those expenses by providing written evidence of each expense to Worldwide Appliances at the address on the Warranty Registration Card.

#### 7. Statutory Rights

(a) These terms and conditions do not affect your statutory rights.

(b) The limitations on the Warranty set out in this document do not exclude or limit the application of the consumer guarantees set out in the Act or any other equivalent or corresponding legislation in the relevant jurisdiction where to do so would:

(i) contravene the law of the relevant jurisdiction; or

(ii) cause any part of the Warranty to be void.

(c) Worldwide Appliances excludes indirect or consequential loss of any kind (including, without limitation, loss of use of the Hoover product) and (other than expressly provided for in these terms and conditions) subject to all terms, conditions and warranties implied by custom, the general law, the Act or other statute.

(d) The liability of Worldwide Appliances to you

for a breach of any express or non-excludable implied term, condition or warranty is limited at the option of Worldwide Appliances to:

(i) replacing or repairing the defective part of the Hoover product;

(ii) paying the cost of replacing or repairing the defective part of the Hoover product;

(iii) replacing the Hoover product; or

(iv) paying the cost of replacing the Hoover product.

(e) 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.

#### 8. Defects

Any part of an Hoover product deemed to be defective and replaced by Worldwide Appliances is the property of Worldwide Appliances.

Worldwide Appliances reserves the right to inspect and test Hoover products in order to determine the extent of any defect and the validity of a claim under the Warranty.

**All warranty service calls must be booked via the customer care department. The team can be contacted on 1 300 85 64 11 option 1 or [customercare@eurolinx.com.au](mailto:customercare@eurolinx.com.au)**

**09052019**



## Warranty Card tear off

WARRANTY REGISTRATION CARD  
09052019

Please complete and send to HOOVER at: REPLY PAID 83617  
LEICHHARDT NSW 2040

Last Name:		First Name:	
Address:			
State:	Postcode:	Email:	
Home Phone:		Mobile:	
Purchase Date:    /    /		(Please attach proof of purchase to validate warranty)	

MODEL NUMBER	SERIAL NUMBER <small>(if you cannot locate the serial number please call Hoover on 1300 856 411)</small>
1	
2	
3	
4	