

HOOVER 5 YEAR WARRANTY TERMS AND CONDITIONS



Each new Hoover appliance comes with a 2 year manufacturer's warranty from the date of purchase. To be eligible for the 5 year warranty, you simply need to register within 90 days of your purchase at www.hooverappliances.com.au and Worldwide Appliances (trading as Hoover) will extend the manufacturer's warranty to 5 years, free of charge. If you do not register, your manufacturer's warranty will remain at the 2 years from the date of purchase.

This warranty only applies to new Appliances, purchased and used in Australia ONLY is in addition to (and does not exclude, restrict or modify in any way) other rights and remedies under a law to which the Appliances relate, including any non-excludable statutory guarantees in Australia ONLY.

- * 1. You must purchase eligible Hoover branded home appliances during 01/05/2019 - until, ongoing.
- 2. Eligible products include all brand new Hoover Home Appliances purchased from authorised Hoover resellers.
- 3. You must complete the registration form within 90 days of purchase date www.hooverappliances.com.au.

The below document details the terms and conditions of the product warranty for Hoover appliances, and it is an important document which you should retain together with your proof of purchase for and future reference should there be a manufacturing defect in your appliance. This warranty is in addition to other rights you may have under Australian Consumer Laws.

1. In this warranty:

- a. 'Appliance' means any Hoover branded product purchased by you and accompanied by this document;
- b. 'ARASA' means any authorised Hoover resellers or authorised service agent;
- c. mentioning of the brand Hoover also refers to Worldwide Appliances (trading as Hoover)
- d. 'Warranty Period' refers to the standard 24 month warranty provided in the manufacturer's guarantee; Full warranty terms are available at www.hooverappliances.com.au
- e. 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
- f. "Worldwide appliances" means Worldwide appliances Pty Ltd A.C.N. 163 733 597 acting in capacity as trustee of the Worldwide Appliances Unit trust ABN: 45 868 077 422

2. Application: This warranty only applies to new purchased Appliances, used in Australia ONLY and is in addition to (and does not exclude, restrict or modify in any way) other rights and remedies under a law to which the Appliances relate, including any non-excluded statutory guarantees in Australia ONLY.

3. Warranty Period: Subject to these terms and conditions this warranty will continue for a period of 24 months following the date of original purchase of the Appliance. In addition, the Warranty Period is extended to an additional 36 months if you register your Appliance for the extra 3 years at www.hooverappliances.com.au within 90 days following the date of original purchase.

4. Repair or Replace Warranty: During the Hoover appliances or its 'ARASA' will, at no extra charge, if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Hoover Appliances or its 'ARASA' may use refurbished parts to repair your Appliance. As apart of this agreement, you agree to surrender any parts of an appliance replaced by Hoover or its 'ARASA'

5. Travel and Transportation Costs: as stated in the standard Hoover Warranty document will bear the reasonable cost of transportation, travel and delivery of the Appliance to and from Hoover Appliances or its 'ARASA'. Travel and transportation will be arranged by Worldwide Appliances as part of any valid warranty claim.

6. Proof of Purchase: Original Proof of purchase is required before you can make a claim under this additional warranty. Additional Warranty is not transferable is the product is re-sold or part of a sale of property/house and only applies to the original purchaser and cannot be excluded under the Australian Consumer Law.

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7. Exclusions:

You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. This warranty does not cover:

- i. light globes, batteries, filters, belts, gaskets or similar perishable or consumable product parts;
- ii. parts and appliances not supplied or manufactured by Hoover;
- iii. cosmetic damage affected the operation or performance of the Appliance;
- iv. customer damage to the Appliance caused by:
 - a. negligence or accident;
 - b. misuse or abuse, including failure to properly maintain or service;
 - c. normal wear and tear;
 - d. power surges, electrical storm damage or incorrect power supply;
 - e. incomplete or improper installation;
 - f. incorrect, improper or inappropriate operation;
 - g. insect or vermin infestation;
 - h. failure to comply with any additional instructions supplied with the Appliance;

In addition, Hoover Appliances is not liable under this warranty if:

- a. the Appliance has been, or Worldwide Appliances reasonably believes that the Appliance has been, used for purposes other than those for which the Appliance was intended, including where the Appliance has been used for any non-domestic purpose;
- b. the Appliance is modified without authority from Hoover in writing;
- c. the Appliance's serial number or warranty seal has been removed or defaced;
- d. the Appliance was serviced or repaired by any non-authorised repairer outside of an 'ARSASA'.

8. How to Claim Under This Warranty: To enquire about claiming under this warranty, please follow these steps:

- a. carefully check your eligibility, if unsure, please contact Worldwide Appliances on 1300 694 583
- b. Check your operating instructions, user manual and read the terms of your Hoover appliance warranty;
- c. have the model and serial number of the Appliance available;
- d. have the proof of purchase (e.g. an invoice or occupancy certificate) available;
- e. Go To www.hooverappliances.com.au and fill out the online submission form.

9. Hoover Appliance goods come with a guarantee by Worldwide Appliances 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 Hoover Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. 'Acceptable quality' and 'major failure' have the same meaning as referred to in the Australian Consumer Law.

10. Confidentiality: You accept that if you make a warranty claim, Hoover Appliances and its 'ARASA' may exchange information in relation to you to enable Hoover Appliances to meet its obligations under this warranty.

If you are unsure of the above mentioned terms 1 - 10, please contact Worldwide Appliances
on: 1300 694 583 or
email: hoover@eurolinx.com.au

Worldwide Appliances Office is located at:
48-50 Moore Street, Leichhardt, NSW 2040