

STANDARD WARRANTY TERMS & CONDITIONS

**THIS WARRANTY IS APPLICABLE TO PRODUCTS SOLD BY BEKO A&NZ PTY LTD
AND INSTALLED IN AUSTRALIA AND NEW ZEALAND.**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL) and the Consumer Guarantee Act (CGA).

Australia: For Appliances and services provided by Beko in Australia, the Appliances come with a guarantee by Beko 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 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.

New Zealand: For Appliances and services provided by Beko in New Zealand, the Appliances come with a guarantee by Beko pursuant to the provisions of the Consumer Guarantees Act, the Sales of Goods Act and the Fair Trading Act. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.

The benefits given to a consumer in this warranty are in addition to other rights and remedies of the consumer under the ACL and CGA, in relation to the goods or services to which this warranty applies.

Notwithstanding the preceding clause, the liability of the official distributor in respect of a breach of a consumer guarantee or any warranty made under these terms and conditions for any products not of a kind ordinarily acquired for personal, domestic or household use is limited, to the extent permissible by law and at the option of the official distributor in relation to:

- i) replacing the products with the supply of same or equivalent products;
- ii) the repair of the products;
- iii) the payment of the cost of replacing the products or of acquiring equivalent products; or
- iv) the payment of the cost of having the products repaired.

To the extent permitted by law, all other warranties whether implied or otherwise, not set out in these terms and conditions are excluded and the official distributor is not liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate the customer for:

- i) any increased costs or expenses;
- ii) any loss of profit, revenue, business, contracts, corruption/loss of data or anticipated savings;
- iii) any loss or expense resulting from a claim by a third party; or
- iv) any special, indirect or consequential loss or damage of any nature whatsoever caused by the official distributor's failure to complete or delay in completing the order to deliver the goods.

Before using this product, please review the terms and conditions of the warranty. The use of the product indicates your acceptance of these terms and conditions.

- In order to claim warranty, the customer must produce the original invoice or other purchase document as proof of purchase.
- The warranty is not transferable and is only applicable if, in the opinion of the company, the product has been installed and used in accordance with the Hitachi user instructions issued with the products.

- Is used in a normal domestic environment, not a commercial environment.
- Damage to the products, malfunction or failure caused by incorrect voltage, power surges, alteration, accident, misuse, neglect, abuse, misjudgement, lightning strike, thunderstorm, hail, flood, fire, infestation, corrosion, other forces of nature, sea air, pollution, gas (including vulcanized gas), tampering by unauthorised persons, faulty interfaces, allowing any foreign matter to enter or obstruct the product, non-maintenance of filters, pumps, optical blocks, etc. or other conditions beyond the control of the official distributor shall in no way be considered as a defect of the products and are excluded from any warranties.
- The use of the product contrary to any recommended, technical, operating, handling or storage guidelines in its user guide will invalidate the warranty.
- This warranty does not cover any consumables or accessories unless the item is proven to be defective at the time of purchase and do not cover damage caused by the use of exhausted, leaking or used batteries.
- The removal or change of the products serial number or any rating label will invalidate this warranty.
- Charges will apply for any non-warranty services performed.
- Under the terms of this warranty, the repair or replacement of product shall be at the option of the company or its Authorised Service Centre. Where a replacement product is supplied the replacement maybe new or refurbished. The warranty period for the replacement product will be based on the original date of purchase.
- For Return to Base services, all costs of re-installation, relocation, cartage, freight, mileage expenses and insurance are to be paid by the claimant.
- For Return to Base services, the user must ensure that goods are packed properly in appropriate packing. Any damage due to transport or improper packing will be at your own risk and expense.
- Where on-site warranty is provided it covers only customer sites that are within 50 kms from a major metro area. Where the customer site is not located within a 50 kms radius from a major metro area, the Service agent may require you to pay its travelling costs on a return basis.
- On-site warranty is only provided on normal business working days and hours.
- All service work is to be conducted only at a Hitachi Home Appliances Authorised Service Centres. Failure to comply with this condition will invalidate the warranty.
- A Stockist who sells a product to you has no authority from the official distributor to give you any additional warranty, guarantee or make a statement in relation to the Product's performance or fitness for any specific purpose other than what is contained in the Specifications.

RECORD OF PURCHASE

Please complete the information below and retain it with your purchase receipt.

Hitachi Model No: _____

Serial No: _____

Date of Purchase: _____

Purchased from: _____

Should you need to claim warranty, call the following number (or send email) to be directed to your nearest Hitachi Home Appliances Authorised Service Centre. Before repairs are requested, please ensure you have your original proof of purchase (receipt from retailer) and serial number of your product:

Beko A&NZ Pty Ltd
55 Blanck Street - Ormeau QLD 4208
Official Distributor of Hitachi Home Appliances

1 3 0 0 4 7 0 5 5 2 (AU)

Web: www.hitachi-homeappliances.com/au-en/

0 9 9 6 4 4 4 2 9 (NZ)

Web: www.hitachi-homeappliances.com/nz-en/

Product	Warranty (parts and labour)	Warranty Special Conditions
Refrigerator Front Load Washing Machine Tumble Dryer Dishwasher	5 years	
Inverter Compressor Inverter Motor	Additional 5 years parts only (Total 10 years parts only)	Parts only
Top Loading Washing Machine	3 years	
Rice Cooker	3 years	
Vacuum Cleaner	3 years (Return to Base service)	Accessories (filters, hose assembly including motorized head) – 1 year warranty