

GOLDLINE WARRANTY & CONSUMER GUARANTEES

24-MONTH MANUFACTURER'S WARRANTY

Thank you for choosing Goldline.

Every Goldline appliance is designed and manufactured to deliver years of reliable performance. This appliance is backed by Goldline's **24 Month Manufacturer's Warranty**, in addition to the rights and remedies available to you under the **Australian Consumer Law**.

YOUR RIGHTS UNDER AUSTRALIAN CONSUMER LAW

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 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.

WHAT'S COVERED

Subject to the conditions of this warranty, Goldline will repair or replace, at its discretion, any appliance or component found to be defective due to faulty materials or workmanship during the **24-month warranty period** from the date of original purchase.

This warranty applies to appliances purchased and installed within Australia for normal domestic household use.

Repairs or replacements carried out under this warranty do not extend the original warranty period.

WHAT'S NOT COVERED

This manufacturer's warranty does not cover faults or damage resulting from:

- incorrect, defective or non-compliant installation.
- Siliconing the cooktop to the bench (this will void the warranty).
- failure to follow the installation or operating instructions.
- incorrect electrical supply, wiring or site conditions.
- misuse, abuse, neglect or accidental damage.
- unauthorised modifications or repairs.
- commercial or industrial use.
- normal wear and tear or cosmetic damage.
- fire, flood, storm, lightning, power surges or other events beyond Goldline's reasonable control.

Where a service inspection determines that the reported fault is not covered by this manufacturer's warranty, including where the issue is caused by installation, site wiring, misuse, or where no fault is found, Goldline reserves the right to charge a reasonable service inspection fee.

WARRANTY CONDITIONS

This manufacturer's warranty applies where:

- the appliance has been purchased from an authorised Australian retailer
- proof of purchase can be provided
- the appliance has been used only for normal domestic household purposes
- the appliance has been installed in accordance with the supplied installation instructions
- installation complies with all applicable Australian Standards, local regulations and statutory requirements
- where required by law, installation has been carried out by a suitably licensed and qualified tradesperson.

Goldline may request reasonable evidence of compliant installation where the reported fault may be related to the installation.

MAKING A WARRANTY CLAIM

If you believe your appliance is faulty, please contact Goldline Customer Care.

Please have the following information available:

- Proof of purchase
- Appliance model and serial number
- Description of the fault
- Installation address and contact details
- Photographs of the appliance and installation if requested

Where installation may be relevant to the reported fault, Goldline may request reasonable evidence that the appliance was installed by a suitably licensed tradesperson in accordance with the installation instructions and applicable Australian Standards.

CONTACT GOLDLINE

Goldline Kitchen Appliances

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www.goldlinecorp.com.au/warranty-service/

REGISTER YOUR PRODUCT

