

# VOLTA WARRANTY

FOR SALES IN AUSTRALIA IN NEW ZEALAND

APPLIANCE: FLOOR CARE

This document sets out the terms and conditions of the product warranties for Volta Appliances. It is an important document.

Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. In this warranty

- (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL.
  - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010.
  - (c) 'Appliance' means any Electrolux product purchased by you accompanied by this document, but excludes batteries or battery packs.
  - (d) 'ASC' means Electrolux Authorised Service Centre'.
  - (e) 'Electrolux' means Electrolux Pty Ltd of 57- 63 Fairchild Street, Heatherton, VIC 3202 ABN 21 000 015 136 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand.
  - (f) 'major failure' as referred to in Clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Electrolux, at its discretion, to repair an Appliance during the Warranty Period.
  - (g) 'Warranty Period' means:
    - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects in Australia and New Zealand for 24 months following the date of original purchase of the Appliance;
    - (ii) where the Appliance and accessories (including nozzles, brushes or other cleaning attachments) are used for commercial purposes (including being used to directly assist a business or where the Appliance is used in a multi-family communal or share type environment), the Appliance will then be warranted against manufacturing defects in Australia for 3 months and in New Zealand for 3 months, following the date of original purchase of the Appliance.
    - (iii) "Batteries or battery packs ("Batteries") supplied with your Appliance are a consumable item. When used under normal conditions, Electrolux warrants Batteries supplied with your purchase. During the first 3 months from the date of first purchase Electrolux will replace any defective Batteries. Reduction in Battery runtime due to Battery age or use is considered normal and is not a defect and is not covered by this warranty. New Batteries can be purchased for your Appliance and, for safety reasons, it is important to ask your Appliance or battery supplier to complete the Battery change over for you.
  - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia or New Zealand and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia or New Zealand.
3. During the Warranty Period Electrolux or its ASC 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. Electrolux or its ASC may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux. This warranty does not apply to vacuum bags, filters or similar p erishable parts.
4. Parts and Appliances not supplied by Electrolux are not covered by this warranty.
5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. If you reside outside of the service area, you will bear the cost of:
- (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Electrolux or its ASC,

In all instances, unless the Appliance is transported by Electrolux or an Electrolux authorised representative, the Appliance is transported at the owner's cost and risk while in transit to and from Electrolux or its ASC.

6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Electrolux is not liable in the following situations (which are not exhaustive):
- (a) the Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation
    - (viii) failure to comply with any additional instructions supplied with the Appliance;
    - (ix) suction of any liquids or building materials (including plaster or concrete dust)
  - (b) the Appliance is modified without authority from Electrolux in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Electrolux, an authorised repairer or ASC.
8. This warranty, the contract to which it relates and the relationship between you and Electrolux are governed by the law applicable where the Appliance was purchased. Where the Appliance was purchased in New Zealand for business purposes the Consumer Guarantee Act does not apply.
9. To the extent permitted by law, Electrolux excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Electrolux in Australia, the Appliances come with a guarantee by Electrolux 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. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Electrolux shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act.
13. To enquire about claiming under this warranty, please follow these steps:
- (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (eg an invoice) available;
  - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Electrolux and its ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

**Important Notice:** Before calling for service, please ensure that the steps listed in point 13 above have been followed.

**FOR SERVICE AND SPARE PARTS**

or to find the address of your nearest service centre in Australia

**Please call 1300 366 366**

Call charges apply

**SERVICE**

**VOLTA**

ELECTROLUX SMALL APPLIANCES

**FOR SERVICE AND SPARE PARTS**

or to find the address of your nearest service centre in New Zealand

**Please call 0508 730 730**

Free call (NZ only)