



# Manufacturer's Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND

**This document sets out the terms and conditions of the product warranties for Beko appliances, and it is an important document which you should keep safe together with your proof of purchase for future reference should there be a manufacturing defect in your appliance. This warranty is in addition to other rights you may have under Australian and New Zealand Consumer Laws.**

**1. In this warranty:**

- a. 'Appliance' means any Beko product purchased by you and accompanied by this document;
  - b. 'ASC' means Beko authorised service centres;
  - c. 'Beko' means Beko Australia and New Zealand Pty Ltd of 55 Blanck Street, Ormeau, QLD 4208, Australia ABN 49 152 055 162 in respect of Appliances purchased in Australia and New Zealand;
  - d. 'Warranty Period' means the period specified in clause 3 of this manufacturer's guarantee;
  - e. 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
- 2. Application:** This warranty only applies to new Appliances, purchased and used in Australia or New Zealand 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-excludable statutory guarantees in Australia and New Zealand.
- 3. Warranty Period:** Subject to these terms and conditions this warranty continues for a period of 24 months following the date of original purchase of the Appliance. In addition, the Warranty Period is extended an additional 36 months if you register your Appliance on the Beko website shown below within 90 days following the date of original purchase.
- 4. Repair or Replace Warranty:** During the Warranty Period Beko 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. Beko or its ASC may use refurbished parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Beko.
- 5. Travel and Transportation Costs:** Subject to clause 7 Beko will bear the reasonable cost of transportation, travel and delivery of the Appliance to and from Beko or its ASC. Travel and transportation will be arranged by Beko as part of any valid warranty claim.
- 6. Proof of Purchase:** Proof of purchase is required before you can make a claim under this warranty.
- 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:
- a. light globes, batteries, filters or similar perishable or consumable parts;

- b. parts and Appliances not supplied by Beko;
- c. cosmetic damage which does not affect the operation of the Appliance;
- d. damage to the Appliance caused by:
  - i. negligence or 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;

In addition, Beko is not liable under this warranty if:

- a. the Appliance has been, or Beko 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 Beko 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 Beko, an authorised repairer or ASC.
- 8. How to Claim Under This Warranty:** 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 (e.g. an invoice) available;
  - d. contact Beko using the contact details shown below.
- 9. Australia:** For Appliances and services provided by Beko in Australia, Beko goods 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.
- 10. 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.
- 11. Confidentiality:** You accept that if you make a warranty claim, Beko and its ASC may exchange information in relation to you to enable Beko to meet its obligations under this warranty.

**Australia Service Contact Details:**

<https://www.beko.com/au-en/support/help-center>

Toll Free 1300AUBEKO 1300 282 356

Email: [beko.care@beko.com](mailto:beko.care@beko.com)

Fax: (07) 5549 3546



**New Zealand Service Contact Details:**

<https://www.beko.com/nz-en/support/help-center>

Toll Free 0800NZBEKO 0800 69 2356

Email: [beko.care@beko.com](mailto:beko.care@beko.com)

Fax: (+617) 5549 3546

