

# ARTUSI 5 YEAR WARRANTY TERMS AND CONDITIONS

Each new Artusi 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.artusi.com.au](http://www.artusi.com.au) and Artusi New Zealand Ltd (trading as Artusi) 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 New Zealand mainland ONLY 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 New Zealand ONLY.

- \* 1. You must purchase eligible Artusi branded home appliances during 01/09/2018 - until, ongoing.
- 2. Eligible products include all brand new Artusi Home Appliances purchased from authorised Artusi resellers.
- 3. You must complete the registration form within 90 days of purchase date [www.artusi.com.au](http://www.artusi.com.au).

The below document details the terms and conditions of the product warranty for Artusi 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 New Zealand Consumer Laws.

1. In this warranty:

- a. 'Appliance' means any Artusi branded product purchased by you and accompanied by this document;
- b. 'ARASA' means any authorised Artusi resellers or authorised service agent;
- c. mentioning of the brand Artusi also refers to Artusi New Zealand Ltd (trading as Artusi)
- d. 'Warranty Period' refers to the standard 24 month warranty provided in the manufacturer's guarantee; Full warranty terms are available at [www.artusi.com.au](http://www.artusi.com.au)
- 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 purchased Appliances, used in New Zealand mainland 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 New Zealand 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.artusi.com.au](http://www.artusi.com.au) within 90 days following the date of original purchase.

4. Repair or Replace Warranty: During the Artusi 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. Artusi 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 Artusi or its 'ARASA'

5. Travel and Transportation Costs: as stated in the standard Artusi Warranty document will bear the reasonable cost of transportation, travel and delivery of the Appliance to and from Artusi Appliances or its 'ARASA'. Travel and transportation will be arranged by Artusi New Zealand Ltd 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 if 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 New Zealand Consumer Law.

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 Artusi;
- 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, Artusi Appliances is not liable under this warranty if:

- a. the Appliance has been, or Artusi New Zealand 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 Artusi 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-authorized 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 Artusi New Zealand Ltd on 0508 278874
- b. Check your operating instructions, user manual and read the terms of your Artusi 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.artusi.com.au](http://www.artusi.com.au) and fill out the online submission form.

9. Artusi Appliance goods come with a guarantee by Artusi New Zealand Ltd that cannot be excluded under the New Zealand Consumer Law. You are entitled to have the Artusi 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 New Zealand Consumer Law.

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

If you are unsure of the above mentioned terms 1 - 10, please contact Artusi New Zealand Ltd on: 0508 278874 or email: [support@artusi.co.nz](mailto:support@artusi.co.nz)