

IKEA GUARANTEE

for
IKEA®
from
Whirlpool®

IKEA GUARANTEE

Thank you for purchasing an IKEA appliance.

IKEA warrants to the original domestic purchaser of this appliance that it is free from defects in material and workmanship.

Please review your product warranty terms and conditions stated below; IKEA's obligation under the warranty shall be limited to removal of defects and make the appliance functional by repairing or providing replacement of a defective part if any with a functional part in respect of the appliance within the warranty period.

WARRANTY PROCEDURE

Please ensure that installation procedure entailed in the user manual has been adhered to and in case of any doubts please refer to the trouble shooting guide that has been supplied with the appliance.

- Please read the user guide to ensure that you are aware of all the features & benefits of the appliance.

IKEA has appointed Whirlpool (Australia) Pty Ltd as the preferred service network.

- If you encounter any trouble with the appliance and wish to register a call with Whirlpool, please call:
**Australia contact centre:
1300 363 344**
- If you wish to write to us, you may send your letter to our office:
Whirlpool Consumer Service information
**Whirlpool (Aust) Pty Ltd 12,
Dalmore drive, Scoresby,
VIC 3179 Australia**
or email us at
aus_customerlink@whirlpool.com
- Please describe the problem that you are facing with the appliance in detail along with your product model number, serial number, date of purchase at the time of call registration. Kindly keep all these

details and original invoice of purchase handy during the service technician's visit to enable him to carry out the job.

- Whirlpool reserves the right not to register the call under warranty if you fail to provide these details at the time of call registration.

The Whirlpool call centre team will assist you on the phone with basic trouble shooting for your appliance at the time of warranty call registration. For details of Whirlpool services and service agents locations, please visit –

www.whirlpool.com.au/services

WARRANTY PERIOD

IKEA appliances come with a manufacturer's warranty starting from the date of original purchase of the product.

Your product warranty comes with **2 years** warranty.

Please note: Accessories and consumables are not covered under warranty.

TERMS & CONDITION

- a. The warranty is in addition to and does not exclude or modify in any way any non excludable statutory rights you may have including rights defined under the Australian Consumer Law and similar state and territory laws.
- b. The services will be in-home service for domestic appliances, and must to be done by official Whirlpool service network.
- c. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.
- d. If the authorized service agent requests you to deliver the product directly to them, please ensure that the appliance is suitably packaged to prevent any damage during transportation.

LIMITATION OF WARRANTY

This warranty does not cover the cost of:

- Correcting the installation of your appliance, instruction on the use of your appliance, connection / disconnection of house fuses or correct wiring or plumbing.
- Damage to appliance(s) caused by accident, misuse, fire, water damage or rust caused by abrasion, scratching or other physical damage. Also damage or blockages caused by foreign objects eg. coins, underwires, nails, buttons or jewellery.

NOTE: internal or external cabinet transport damage must be reported within 7 days of purchase date.

- Damage/repairs, resulting from repair work carried out by other than Authorised Whirlpool Services agent or from the use of other than genuine Whirlpool Spare Parts or from the use of the appliance in a manner other than the use for which it was specifically designed.
- Damage caused by vermin, insects or pets.
- Failure to maintain the product as per the Use and Care Guide or Instruction Manual.
- Internal or external damage as a result of excessive use of cleaning products or cleaning agents.
- Damage caused by power outages, electrical power surge or improper supply voltage via connection to Supply Authority mains or alternative supply systems.
- Any consequential loss due to appliance failure.
- Light bulbs, removable wire, glass and plastic trays and other accessories.
- Repairs to parts or systems caused by unauthorized modifications made to appliance.
- Problems caused by incorrect or inadequate venting of the appliance.
- A service call where no fault is found.

The benefits conferred by this express warranty are in addition to all other

conditions, warranties, guarantees, rights and remedies expressed or implied by the Trade Practices Act and similar State and Territory laws and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities.

LIABILITIES

- If Whirlpool breaches any of the warranty terms, then we shall be liable to you for causing any loss or damage suffered by you by reason of the breach.
- If you make a claim under warranty you will be fully compensated for your loss or damage by any of the following at the discretion of Whirlpool;
 - a. The replacement of the appliance or refund or providing a similar appliance.
 - b. The repair of the appliance at the nearest Service Center.
 - c. In case we are unable to repair your appliance then we will provide you a commercially feasible solution.

NOTE: In case your appliance is replaced or refund is provided as per above terms then you shall immediately transfer the ownership of the original appliance to Whirlpool without demur, failure to do so may attract appropriate legal proceedings for ensuring transfer of ownership rights at your cost.

RETURN

If we provide you with a replacement product (or equivalent Whirlpool product) the same will be delivered to the nearest Whirlpool authorized service agent at our cost.

EXCLUSION

After inspecting the appliance if the Whirlpool authorized service agent is of the opinion that the appliance or alleged defect is not covered by the warranty for whatever reason, you shall be liable for any labour, parts or transport costs incurred by us.

GLOSSARY

“Authorized Service Agent”: means a person who carries out, among other things, repair and service work as an authorized agent and who appears in the list maintained and published by Whirlpool from time to time

“Our Cost”: Costs incurred by Whirlpool and/or authorized service agent in carrying out any service related to the appliances.

“Your Cost”: Costs that may be recovered by Whirlpool from the consumer towards services rendered.

“Warranty Period”: a warranty period applying to a Whirlpool product starts from the date of purchase of the product.

“Accessories and consumables”: Parts that may require replenishment in the form of replacement periodically including but not limited to water filters (refrigerators), filters (washing machines, dishwashers, range hoods), deodorisers, freshenizer, dishwasher baskets and flaps (and assorted internal accessories), hoses (all products).

“Express Warranty”: Warranty provided by the manufacturer regarding merchantability and quality of the appliance is express warranty.

NOTE: 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 for 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.