



WARRANTY TERMS AND CONDITIONS

FOR SALES IN AUSTRALIA APPLIANCE: REFRIGERATION AND WASHING MACHINE

1. STATUTORY GUARANTEES AND RIGHTS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law ("ACL"). 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.

2. MANUFACTURER'S WARRANTY

- a. In addition to other rights and remedies available to you under ACL, Dongbu Daewoo Electronics warrants that the product will be free from defects in materials and workmanship for a period of 24 months from the original date of purchase ("Warranty Period").
- b. If the product fails under normal use within Warranty Period, Dongbu Daewoo Electronics will repair or replace the defective parts of the product or replace the product itself free of charge. The new parts or products will be functionally equivalent or superior to those originally supplied.
- c. If the product cannot be repaired or the replacement is not commercially possible, Dongbu Daewoo Electronics may at its discretion refund the purchase price of the product with due adjustment of depreciation arising from the actual use.
- d. This warranty only applies to the product which:
 - i. was manufactured by Dongbu Daewoo Electronics for use in Australia; and
 - ii. is used in a normal domestic environment, not a commercial environment; and
 - iii. was sold by an authorised distributor of Dongbu Daewoo Electronics; and
 - iv. was purchased in Australia
- e. In order to make a warranty claim, the owner must produce Proof of Purchase of the product (for example, the original receipt or a copy of the original receipt). It shall be the owner's obligation to pay for any repairs or service costs made in respect of the product for which the owner is unable to provide the Proof of Purchase.

3. EXCLUSIONS

- a. For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the ACL and which are not expressly included in this warranty as additional warranties or conditions are excluded.
- b. This warranty does not cover damage or failure caused by:
 - i. normal wear and tear;

- ii. accident, misuse, abuse, theft, natural disaster, terrorism, war or any other act or circumstance beyond Dongbu Daewoo Electronic's control;
 - iii. incorrect operation or not complying with Instruction Manual provided with the product;
 - iv. incorrect installation;
 - v. failure to maintain, clean and service the product;
 - vi. the product being dismantled, repaired serviced by unauthorised persons or from the use of unauthorised, defective or incompatible parts;
 - vii. unauthorised modifications made to the product;
 - viii. exposure to abnormally corrosive conditions or to excessive heat, moisture, dampness, contamination with hazardous substances, radiation, vermin or insects;
 - ix. power surges, spikes, incorrect voltage or unauthorised electrical connections;
- c. This warranty does not cover costs in replacing and maintaining consumable parts such as, but not limited to: filters, light bulbs, batteries or any other accessories and parts classifiable as a consumable part.
 - d. This warranty does not cover the product which does not bear the original manufacturer's factory-applied serial number in its original form at the time of requesting a warranty claim. For instance, if any serial number sticker placed on the product is damaged, modified, or removed, the warranty is voided.

4. WARRANTY CLAIM

- a. To enquire about making a claim under this warranty, please contact customer support by telephoning the number shown below. When you make your claim, you need to provide:
 - i. model number and serial number of the product; and
 - ii. Proof of Purchase
 - b. If the product has a valid warranty claim applicable to it, Dongbu Daewoo Electronics will decide whether to repair or replace the product under this warranty at its sole discretion.
 - c. You will be liable for any labour, parts or transportation costs incurred by Dongbu Daewoo Electronics or its authorised service agents if after having been assessed that your claim is not covered by this warranty.
- ✘ Install and Fix Solutions Pty Ltd (ABN 12 452 914 063) of 7/210 Robinson Rd, East Geelong QLD 4034 is the authorised service facilitation provider of Dongbu Daewoo Electronics.

BY TELEPHONE

Mon-Fri
7:30am-4:30pm (AEST)

1300 624 425

BY E-MAIL

General and Service Enquiries:
daewoo@installandfixsolutions.com.au

Spare Parts Enquires:
daewoo.parts@installandfixsolutions.com.au