

Limited Warranty for Saeco Electrical Appliances

Saeco Australia Ltd (Saeco) are the Australian and New Zealand importers for the Saeco range of electrical appliances and warrant that these products are free from defects in material and workmanship, according to the following

Terms and Conditions

1. The limited warranty for the range of appliances extends for the first twenty four months except for the air conditioning units which are extended for thirty six months beginning on the date of purchase of the product.
It is a carry in warranty: therefore Saeco has no obligation to carry on the repair on consumers premises except for the wall mounted Air Conditioning.
2. The limited warranty extends only to the original consumer purchaser of the appliance or, in case of receiving the appliance as a gift, to the consumer that fills in the warranty certificate and registers it, and is not assignable or transferable to any subsequent purchaser and/or user.
3. The limited warranty extends only to the consumers who purchase the appliance in Australia and New Zealand, provided it is a unit imported by Saeco Australia Pty Ltd.
4. During the Limited warranty period, Saeco or its authorised service centres will repair or replace at Saeco option, any defective components with new replacement parts and return the product to the consumer in working condition. No charge will be made to the consumer for either parts or labour in repairing the appliance. All the replaced parts and components will become the property of Saeco. The external cosmetic part shall be free of all defects at the time of shipment and therefore shall not be covered under these limited warranty terms.
5. Saeco shall under no circumstances be obliged under this warranty to supply a full replacement unit.
6. Repaired appliances will still be warranted for the balance of the original warranty period: no repair will cause the period to be extended
7. In order for the warranty claims to be honoured, the consumer upon request from Saeco or its authorised service centres, must provide a service receipt to prove date and place of purchase.
8. Transportation, insurance, delivery and handling charges incurred in the transport of the appliance to and from Saeco or its authorised Service Centres or the place of purchase will be borne by the consumer. Saeco,

shall under no circumstances be held responsible for damages during transport to and from service centres or lost of transit

9. The consumer shall have no coverage and benefits under this limited warranty if any of the following conditions are applicable:

- (a) the appliance has been subject to use or maintenance in a manner not conforming to the product manual instructions/user guide, abnormal condition, improper storage, unauthorised modifications, misuse, neglect, abuse, accident, wear and tear, failure to descale, alteration improper installation Acts of God, spill of foods or liquid directly on the electronic or electrical components or maladjustment of consumer controls or other acts that are beyond the reasonable control of Saeco including deficiencies in consumable parts such as fuses and breakage or damage to plastic cappuccino makers, coffee spouts, plastic knobs, handles, porta-filters, water tanks, coffee containers and lids.
- (b) Saeco was not notified by the consumer of the alleged defect or malfunction of the appliance within 14 days during the applicable limited warranty period.
- (c) The appliance model and serial number have been removed, defaced or altered.
- (d) The coffee machines and the grinders have been used for commercial purposes
- (e) The Appliance is not defective

10. The warranty shall not cover the cost of repairs carried out by non- authorised service centres or the cost of correcting such non authorised repairs

11. This warranty shall not cover normal recommended maintenance as set out in the product manual instructions/user guide.

12. If a problem develops during the limited warranty period, the consumer must comply with the following procedure:

- (a) The consumer shall return the appliance to the place of purchase for a repair.
- (b) If compliance with sub clause a) is not reasonably convenient the consumer should contact the local Saeco or Saeco Agent Office for the location of the nearest authorised service centre.
- (c) The consumer should arrange for the appliance to be delivered to the authorised service centre. Expenses related to the removing and transporting of the appliance from an installation are not covered under this limited warranty.
- (d) The consumer will be billed for any parts or labour charges not covered by this limited warranty. The consumer shall be responsible for expenses related to transport on return of the repaired appliance including insurance
- (e) If the appliance is returned to Saeco or an authorised service agent, after the expiration of the warranty period, or the notification referred to in 9b) was not given, Saeco or Saeco agent's normal service policies shall apply and the consumer will be charged accordingly.

13. Saeco shall not in any circumstances be liable for any loss or damage (whether direct, indirect, consequential or economic) caused by the application of steam, heat or water emitted from the appliance unit onto persons, households, furniture, kitchen benches, floors, personal/valuable items, loose objects or pets even if Saeco is informed in advance of the possibility of such loss or damage or if such loss or damage is reasonably foreseeable.

14. Saeco shall not in any circumstances be liable for any loss or damage (whether direct, indirect, consequential or economic) caused by infestation of any kind to the appliance unit even if Saeco is informed in advance of the possibility of such loss or damage or if such loss or damage is reasonably foreseeable.