

# SMALL APPLIANCE WARRANTY

**This Product warranty is provided by:**

GAF Control (Sales) Pty Ltd (ACN 005 791 042) ("GAF")

18-28 Taras Avenue, Altona North 3025 VIC.

Ph (03) 8368 0600

Local Call 1300 366 144

Email [gaf@gafcontrol.com.au](mailto:gaf@gafcontrol.com.au)

Where the Product is found to be defective due to manufacturing faults and you make a Claim within the Warranty Period, GAF warrants that it will either replace the Product or repair the Product.

## The warranty period is:

- a) 12 months from the date of purchase where Product is used in normal domestic use; and
- b) 3 months from the date of purchase where the Product is used in non-domestic uses (including commercial uses).

## This warranty does not cover:

- Damage caused by misuse, neglect, shipping accident, incorrect or improper installation, voltage supply problems, unauthorised modification or repairs of any kind, exposure to abnormal corrosive conditions, exposure to weather and where no fault is found with the Product; or
- Any losses or expenses incurred by you in relation to the Product or making a Claim under this warranty

including without limitation any costs associated with installation, reinstallation or transporting the Product. However, where you have returned the Product to a location in order to make a Claim (the "drop off point"), and the Product is to be assessed by GAF and either replaced or repaired by GAF's selected repairer, GAF will cover the cost of transporting the Product from the drop off point for assessment/repairs and returning the repaired/replaced Product to the drop off point for collection by you.

Upon purchasing the Product, GAF recommends that you fill in the Warranty Card supplied and that you keep the same in a safe place for future reference along with the Product instruction manual and your purchase receipt.

## CLAIMS PROCEDURE

1. If your Product does not work or breaks down, GAF recommends that you first take the following steps prior to making a Claim:

- Conduct a basic check of the Product. I.e. is it plugged in? Is it connected to an inappropriate power board? Could the appliance have overheated?
- Refer to the Product instruction manual to ensure that the Product is properly installed and that any settings are properly adjusted; and
- Seek assistance for any consumer enquiries or unresolved issues from GAF CONTROL SALES AUSTRALIA on 1300366144

2. The following documentation will need to be presented in order to make a Claim under this warranty: Proof of Purchase; and Where the Product is a Bathroom 3 in 1 Heater, Exhaust Fan or Ceiling Fan, a certificate from the qualified electrician who installed the Product.

3. Where possible, you should return the Product to the place of purchase along with the required Claim documentation. Where this is not possible, you should telephone GAF 1300366144 or (03) 8368 0600 and make arrangements to return the Product and Claim documentation directly to GAF's head office at 18-28 Taras Avenue Altona North Victoria 3025.

4. When you make a Claim, the Product will be either replaced on the spot or, at the election of GAF, sent to GAF or its preferred repairers for assessment and either repaired or replaced. In the event that the Product is not replaced on the spot, you will be required to collect the repaired or replaced Product at a later date from the location at which you made the Claim.

## ADDITIONAL INFORMATION

The benefits of this warranty are provided in addition to other rights and remedies you may have under a law in relation to the goods or services to which this warranty relates.

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.

For an explanation of the statutory guarantee you may refer to the following website:

[www.accc.gov.au/consumerguarantees/](http://www.accc.gov.au/consumerguarantees/)

If you have any enquiries with the respect to operation of the Warranty please contact the retailer from whom you purchased the Product or call GAF Ph 03 8368 0600 or Local Call 1300 366 144

[www.gaf@gafcontrol.com.au](http://www.gaf@gafcontrol.com.au)