



Authorisation for Warranty Claim

This document sets out the terms and conditions of the product warranties for Suprema products.

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.

Our Warranty

1. Our Warranty only applies where the product has been used exclusively for domestic, personal or household use within Australia. Suprema will repair, or at its option replace the product if it found to be defective due to faulty materials or workmanship for the warranty period of the product following the date of purchase of the product. Please refer to the relevant warranty statement for your product for the applicable warranty period.
2. Suprema have Warranty Service Agents appointed Australia-wide. During the period of Warranty, Suprema will provide service to the product where necessary. In instances where the product is located outside of the service area, the purchaser is responsible for all expenses incurred for the service agent's travelling costs to the place of installation, as well as the expenses in delivering the product to and from the service centre of Suprema products.
3. Proof of purchase is required before you can make a claim under this warranty.
4. You may not make a claim under this warranty where there is evidence of the following:
 - a) Product is not installed by a licensed plumber or installer
 - b) Product is not installed to relevant National and State standards or regulations
 - c) Water pressure and/or temperature exceed stated limitations specified under AS/NZS3500:2003 Clause 3.3, 3.3.4
 - d) Isolating stop valves/taps not fitted as per installation instructions
 - e) Unauthorised repairs, modifications or alterations to the product
 - f) Negligence, misuse or abuse, including failure to adequately maintain or service
 - g) Harsh and abrasive chemicals and scourers have been used on the surface
 - h) Brand markings have been removed or rendered illegible
 - i) Failure to comply with the instructions provided with the product;

The occurrence of any one or more of which will render this warranty claim void.

5. Our Warranty is not transferable and is only valid for products imported and distributed by Suprema, purchased and used in Australia.
6. Before claiming under this warranty, please carefully check the operating instructions, user manual and the terms of this warranty to ensure that your claim is valid.

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- 7. You accept that by making a claim under this Warranty, Suprema may exchange information in relation to you to enable Suprema to meet its obligations under this warranty.
- 8. Should the issue be outside the conditions of the warranty, as diagnosed by the service agent, you will be liable for the full cost of the service and will directly pay the service agent for his/her fees.

Failure to comply with aforementioned conditions, or in the event that or false or incorrect information has been provided regarding your warranty claim, you may be liable for all costs involved in the service call and you will directly pay the service agent for these charges.

Do you to accept these terms and conditions? YES / NO (please circle your response)

Please Complete

Full Name: _____

Signature: _____

Date: ____ / ____ / _____

Address: _____

Model Number: _____

Please attach proof of purchase or handover/occupancy certificate.