



# TECO MICROWAVE OVEN 12 MONTH WARRANTY

**This document sets out the terms and conditions governing the warranty of this appliance. It is important that this warranty card and the purchase docket should be retained by the consumer at all times.**

1. Subject to the terms and conditions of this warranty TECO Australia or its Authorised Service Agents will perform necessary service on the appliance without charge for parts and labour, if in the opinion of TECO Australia, the appliance is found to be faulty within the warranty period.
2. **Application:** This warranty only applies to new Appliances, purchased in Australia and sold by TECO Australia or its Authorised Distributors or Dealers and only where the appliances are used and serviced within Australia and its Territories. Warranty cover only applies to service carried out by TECO Authorised Service Agents and only if valid proof of purchase is presented when warranty service is requested.
3. **Warranty Period:** Subject to the terms and conditions, this warranty covers faults or defects associated with the Appliance for a period of 12 months from the original date of purchase
4. **Repair or replace warranty:** During the Warranty Period TECO Australia will repair or replace the Appliance if the Appliance is found to be defective. ALL WARRANTY CLAIMS MUST BE SUBMITTED DIRECTLY TO TECO AUSTRALIA'S NATIONAL SERVICE CENTRE VIA EMAIL, WEBSITE OR PHONE CALL.
5. **Travel and transportation costs:** Freight and insurance to and or from your closest Authorised Service Agent or Authorised Distributor must be arranged by you. However, TECO Australia will bear the cost of transportation of a replacement appliance if it is being sent from a TECO Australia warehouse as part of any valid warranty claim.
6. **Proof of purchase from an Authorised Distributor** is required and must be presented when making a claim under this warranty

**7. Exclusions:**

This warranty does not cover the following items:

- (a) Light globes, batteries, filters or cabinet parts.
- (b) Microwave Oven glass cook plates, glass doors
- (c) Noise or vibration which is considered normal
- (d) Tripping power due to Appliance plugged into overloaded power board
- (e) damage to the Appliance caused by:
  - (i) negligence or accident
  - (ii) spills of food or liquid
  - (iii) misuse or abuse, including failure to properly maintain or service
  - (iv) tampering or repair by unauthorised persons (including unauthorised modifications)
  - (v) normal wear and tear
  - (vi) power surges, electrical storm damage or incorrect power supply
  - (vii) incomplete or improper installation
  - (viii) incorrect, improper or maladjustment of customer controls
  - (ix) insect, vermin or rodent infestation
  - (x) exposure to abnormally corrosive conditions

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**In addition, TECO is not liable under this warranty if:**

- (a) the Appliance has been, or TECO reasonably believes that the Appliance has been, used for purposes other than those for which the Appliance was intended, including where the Appliance has been used for any non-domestic purpose.
- (b) the Appliance is modified without authority from TECO in writing.
- (c) the Appliance's serial number and compliance plate has been removed or defaced.

**8. How to claim under this warranty:** To make a claim under this warranty, please ensure the following:

- (a) check the operating instructions, user manual and the terms of this warranty.
- (b) have the model, serial & MFG number of the Appliance available.
- (c) have the proof of purchase (e.g., an invoice) available.
- (d) Call our National Service Centre on 1300 660 037 or email [had.service@teco.com.au](mailto:had.service@teco.com.au)

**9. Australian Consumer Law (ACL):**

- (a) In addition to your rights under this warranty, TECO products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure.
- (b) If there is a major failure to the product which cannot be remedied, then you must notify us without delay by contacting TECO warranty service. If the failure of the product is not a major failure, then TECO Australia reserves the right to repair or replace the product and will do so within a reasonable period of time

**IMPORTANT NOTICE**

**If you require assistance regarding warranty conditions or any other enquiries, please visit the TECO Australia website [www.teco.com.au](http://www.teco.com.au) or contact us by phone on 1300 660 037**

<p><b>FOR WARRANTY SERVICE</b></p> <p><b>PLEASE CALL 1300 660 037</b> <b>OR EMAIL:</b> <b><a href="mailto:had.service@teco.com.au">had.service@teco.com.au</a></b></p>	<p><b>FOR SPARE PARTS</b></p> <p><b>PLEASE CALL 1300 660 037</b> <b>OR EMAIL:</b> <b><a href="mailto:had.parts@teco.com.au">had.parts@teco.com.au</a></b></p>
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