



Warranty

Terms and conditions

Stow High® appliances and accessories are manufactured to the highest quality standards and are thoroughly inspected and tested before leaving the Australian factory. All Stow High® products are warranted against defective workmanship and faulty materials from the date of purchase by the end user for the period set out in these terms and conditions.

In Australia, this warranty is given by NSHG Industries Pty Ltd (ABN 44 634 621 140) of 20 Scott Crescent, Eaglehawk, Victoria 3556.

This warranty document is not intended to create a contract between NSHG Industries Pty Ltd and the Purchaser.

Register your online registration at

www.stow-high.com.au

A copy of the NSHG Industries Pty Ltd Privacy Policy is available at the internet address detailed above.

For your records

Date of Purchase: _____

If a gift insert name of gift provider _____

Affix your receipt or invoice here.

Warranty is valid in country of purchase only. This warranty is given by NSHG Industries Pty Ltd ABN 44 634 621 140, (the Company).

This appliance is warranted by the Company to be free from defects in materials and workmanship for a period of 2 years from the date of purchase. The benefits offered by this warranty are in addition to your rights and remedies under Australian Consumer Law.

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 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. In the event of a minor failure, the Company reserves the right to choose to repair or replace the appliance.

To make a warranty claim, you must be able to supply proof of purchase.

The Company will bear any expenses incurred for warranty claims, excluding the cost of transport of the appliance or part thereof for service or the service agents' travelling costs to and from your home if you live outside the service area of the Company or one of its service agents.

This warranty will not apply in the following cases:

- I. any defect or damage which is result of repair, alteration or modification carried out without the written consent of the Company or by a service provider not authorised by the Company.
- II. the appliance is purchased outside of Australia or New Zealand.
- III. the use of parts not manufactured, sold or approved by the Company are used in any replacement or repair.
- IV. the appliance is operated on an electrical supply which differs from the ratings specified on the ratings and instruction for installation and use of the appliance.
- V. the appliance is damaged as a direct result of incorrect installation or being used for a purpose for which it is not designed, sold or otherwise not in accordance with any instructions for installation and use.
- VI. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built-up, or any part of the appliance.
- VII. resulting from poor installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, or incompatibility of connected equipment.
- VIII. where the Company reasonably considers that there has been excessive or abnormal use of the appliance.
- IX. where caused by overheating as a result of siting or positioning of the equipment, where there is not provision for adequate ventilation, drainage or a dust free environment.
- X. caused if your appliance has been dismantled, repaired, or serviced by any person other than someone authorized by the Company.
- XI. any form of physical damage of unknown cause, including snapped, damaged or broken parts, collision with another object, use of which is not designed, negligence, accident or deliberate misuse, theft, abuse, vandalism, flood, fire, earthquake, or any other act of God, any war related events or terrorism.
- XII. normal maintenance costs and costs incurred through the installation of items listed as requiring periodic replacement.
- XIII. consumables such as but not limited to batteries, remote controls or like.
- XIV. cosmetic items
- XV. any failures due to the interference from or to other products and/or sources.
- XVI. the appliance is damaged as a result of operating the appliance incorrectly or when it was known to be defective.
- XVII. the appliance is subject to normal wear and tear. Parts including but not limited to bearing, drive tube, spools, wire and wire assembly are to be regularly inspected so that wear and tear on such parts do not lead to failure of the appliance. For optimum performance, the appliance should be inspected regularly by an authorised service representative.
- XVIII. when damage is caused directly or indirectly by utility supply problems, lack of user care, electrical storm damage or incorrect power supply.
- XIX. when the cause of a defect or damage is due to operator error.

What else you need to know

The following conditions will compromise and, in some cases, cancel your warranty:

- I. this warranty applies to the original owner only, however subsequent owners may still have rights under the Australian Consumer Law.
- II. The Company reserves the right to reject claims for service work already conducted without prior written approval.
- III. if the appliance is rented or leased.
- IV. the Company will not be responsible for damage which occurs during delivery or installation, including by owner or any third party.
- V. the Company warranty is not applicable to extended warranty programs offered by third parties.
- VI. this appliance is intended for domestic use in the owner's home. Use of the appliance for commercial purposes will void the warranty.
- VII. if you are required to return the appliance to the Company or service agent, you must ensure it is cleaned, free from debris or residues, securely packed and insured. The Company takes no responsibility for loss or damage of the appliance prior to being received by the Company or its service agents.
- VIII. only detergents and other cleaning products (powder or liquid) suitable for use in Stow High® appliances are to be used. Please refer to Customer Service to be advised.
- IX. any repair performed on a product under the warranty where no fault can be found, or the item is deemed by the Company, or an authorized agent to be not faulty under this warranty, or the repair or fault is not covered under the warranty, a No Fault Found fee is payable by the warranty holder of a minimum of \$125inc GST.

Warranty claims procedure

Stow High® 24 month warranty including all electronic and mechanical components and surface coatings.

Before contacting NSHG Industries Pty Ltd, please refer to the troubleshooting guide in the User Manual as this may assist in resolving your issue.

When making a Warranty Claim you must;

- (a) have read and understood the Warranty terms and conditions.
- (b) have details of the assumed defect in the product (or part of the product) and be able to explain satisfactorily.
- (c) be able to confirm the purchase date.
- (d) provide a copy of your proof of purchase (e.g. invoice).

Email- service@stow-high.com

A representative will reply to you after a preliminary assessment has been undertaken. Further information may be requested to support your claim and if this is requested you will be advised.