

Sub-Zero Group Australia Pty Ltd - Wolf Appliance Warranty

FOR RESIDENTIAL USE

These Warranty Terms and Conditions (**'Warranty'**) constitute your agreement with Sub-Zero Group Australia Pty Ltd (ABN 92 610 807 899) (**'Wolf'**) for the provision of Wolf products and will also apply to any service order. The benefits given by this Warranty are in addition to all consumer guarantees and other rights and remedies prescribed by the Australian Consumer Law and any other applicable laws.

Our 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 and 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.

In addition to your rights and remedies under the Australian Consumer Law, Wolf provides customers with a Warranty where, if any part of a Wolf product is found upon inspection by an authorised Wolf representative or an associated licensed technician supplied by either Wolf or a relevant supplier approved by Wolf (including a Wolf factory certified service provider) (**'Wolf Certified Technician'**) to be defective in materials or workmanship, Wolf will repair and replace the part as follows:

PRODUCT WARRANTY* (*‡This warranty will apply to outdoor product for a period of one year only*)

For two years from the date of purchase of the product (or one year for an outdoor product), this Wolf product warranty covers all parts and labour reasonably necessary to repair or replace, under normal residential use, any part of the product that proves to be defective in materials or workmanship (**'Warranty Service'**). All such Warranty Services provided by Wolf under the above warranty must be performed by Wolf Certified Technician, unless otherwise specified by Wolf. Where the Wolf Certified Technician is unable to identify any fault in the product or its parts, Wolf may require the consumer to provide proof that the product, or its parts, are defective. For the avoidance of doubt, defective products or parts become Wolf's property. Warranty Services will be provided during Wolf's normal business hours. **For exclusions to this Warranty, please see the section "Exclusions".*

LIMITED FIVE YEAR WARRANTY

For five years from the date of purchase of the product, Wolf will repair or replace the following parts that prove to be defective in materials or workmanship: gas burners (excluding appearance related defects), electric heating elements, blower motors (ventilation hoods), electronic control boards, magnetron tubes and induction generators (**'Covered Parts'**). If the customer uses a Wolf Certified Technician, the Wolf Certified Technician will repair or replace the Covered Parts at no cost. For the avoidance of doubt, Wolf will not be responsible for any other costs, including without limitation, labour. If the customer does not use a Wolf Certified Technician, the customer must contact Wolf (using the information below) to arrange receipt of repaired or replacement parts and the customer must cover all costs of repaired or replaced parts purchased, plus all other costs including without limitation, any associated labour.

SERVICE AREA

Wolf will bear the cost of a Wolf Certified Technician travelling to and from your home for any claim which is covered by this warranty provided you live within Wolf's service areas (as defined below). To the extent permitted by law, if you live outside Wolf's service areas, Wolf may charge you the Wolf Certified Technician's reasonable expenses incurred in connection with travelling to your home.

Wolf's service areas include the Australian capital cities or metropolitan areas in which the Wolf Certified Technicians are based.

If you are located outside of a Wolf service area, you will be advised accordingly upon making a warranty claim.

WARRANTY CONDITIONS

This Warranty applies only to Wolf products:

- (a) installed correctly and for normal residential use and used accordingly;
- (b) used in compliance with the manufacturers' instructions; and
- (c) maintained and serviced from time-to-time, in accordance with the manufacturer's recommendations

This Warranty does not cover any parts or labour necessary to correct any defect caused by (i) negligence, accident or improper use; (ii) normal wear and tear; (iii), service or repair by anyone other than a Wolf Certified Technician; or (iv) any products which have not been installed correctly in accordance with the manufacturer's recommendations

CLAIM PROCEDURE

In order to claim under this Warranty, you must:

- cease using the product when a fault arises or is suspected;
- contact Wolf or the authorised Wolf dealer from which the product was purchased to report the issue; and
- follow Wolf's directions regarding what to do next. Wolf's general contact details are as follows:

Sub-Zero Group Australia
11-19 Bank Place
Melbourne VIC 3000

Ph: 1300 808 859

E: serviceAU@subzero.com

You will be responsible for any expenses you incur in making a claim under this Warranty, including freight or postage costs. Wolf may reimburse you for reasonable freight or postage costs in the event a Wolf product is found to be defective by the Wolf Certified Technician.

EXCLUSIONS

All consumer guarantees, representations, warranties, terms and conditions in relation to the products (whether implied or otherwise) are hereby excluded to the maximum extent permitted by law.

To the fullest extent permitted by law, Wolf excludes all liability for damage or injury to any person, damage to any property and any indirect consequential or other loss or damage.

*Stainless steel (doors, panels, handles, product frames and interior surfaces) are covered by a limited 60-day parts and labour warranty for cosmetic defects.

‡Full one year warranty applies to outdoor product. To be used outdoors, the product must be approved for outdoor use, as designated by model and serial number.

