



## Supplementary 10 Year Parts Only Manufacturer's Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND

This document is in addition to the Beko Manufacturer's Warranty and must be read in conjunction with those terms and conditions of the product warranties for Beko appliances. Both are important documents which you should keep safe together with your proof of purchase for future reference should there be a manufacturing defect in your appliance. This warranty is in addition to other rights you may have under Australian and New Zealand Consumer Laws.

**1. In this supplementary warranty:**

- a. 'Appliance' means the specific Beko products listed on the Beko website <https://www.beko.com/au-en/support/warranty-registration/10-year-motor-compressor-warranty> or <https://www.beko.com/nz-en/support/warranty-registration/10-year-motor-compressor-warranty> purchased by you and accompanied by this document;
  - b. 'ASC' means Beko authorised service centres;
  - c. 'Beko' means Beko Australia and New Zealand Pty Ltd of 55 Blanck Street, Ormeau, QLD 4208, Australia ABN 49 152 055 162 in respect of Appliances purchased in Australia and New Zealand;
  - d. 'Supplementary Warranty Period' means the period specified in clause 3 of this supplementary manufacturer's guarantee;
  - e. 'Specified Parts' means the main drive motor or refrigeration compressor.
- 2. Application:** This supplementary warranty only applies to Specified Parts in new Appliances, purchased and used in Australia or New Zealand and is in addition to (and does not exclude, restrict or modify in any way) other rights and remedies under a law to which the Appliances relate, including any non-excludable statutory guarantees in Australia and New Zealand.
- 3. Supplementary Warranty Period:** Subject to these supplementary terms and conditions this warranty is for an additional 96 months following expiry of the initial 24 months of the Beko Manufacturer's Warranty. Alternatively, where you have registered your Appliance and extended the Beko Manufacturer's Warranty an additional 36 months then this warranty is for an additional 60 months following expiry of the initial 60 months of the Beko Manufacturer's Warranty.
- 4. Parts Only Repair or Replace Warranty:** During the Supplementary Warranty Period Beko or its ASC will supply the Specified Parts which it considers to be defective at no extra charge. Beko or its ASC may use refurbished parts.
- 5. Proof of Purchase:** Proof of purchase is required before you can make a claim under this warranty.
- 6. Exclusions:** You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. This warranty does not cover:
- a. light globes, batteries, filters or similar perishable or consumable parts;
  - b. parts and Appliances not supplied by Beko;
  - c. cosmetic damage which does not affect the operation of the Appliance;
  - d. damage to the Appliance caused by:
    - i. negligence or accident;
    - ii. misuse or abuse, including failure to properly maintain or service;
    - iii. normal wear and tear;
    - iv. power surges, electrical storm damage or incorrect power supply;
    - v. incomplete or improper installation;
    - vi. incorrect, improper or inappropriate operation;
    - vii. insect or vermin infestation;
    - viii. failure to comply with any additional instructions supplied with the Appliance;
- In addition, Beko is not liable under this warranty if:
- a. the Appliance has been, or Beko 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 Beko in writing;
  - c. the Appliance's serial number or warranty seal has been removed or defaced;
  - d. the Appliance was serviced or repaired by anyone other than Beko, an authorised repairer or ASC.
- 7. How to Claim Under This Warranty:** To enquire about claiming under this warranty, please follow these steps:
- a. carefully check the operating instructions, user manual and the terms of this warranty;
  - b. have the model and serial number of the Appliance available;
  - c. have the proof of purchase (e.g. an invoice) available;
  - d. contact Beko using the contact details shown below.
- 8. Australia:** For Appliances and services provided by Beko in Australia, Beko goods come with a guarantee by Beko 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 Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. 'Acceptable quality' and 'major failure' have the same meaning as referred to in the Australian Consumer Law.
- 9. New Zealand:** For Appliances and services provided by Beko in New Zealand, the Appliances come with a guarantee by Beko pursuant to the provisions of the Consumer Guarantees Act, the Sales of Goods Act and the Fair Trading Act. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.

10. **Confidentiality:** You accept that if you make a warranty claim, Beko and its ASC may exchange information in relation to you to enable Beko to meet its obligations under this warranty.

**Australia Service Contact Details:**

<https://www.beko.com/au-en/support/help-center>

Toll Free 1300AUBEKO 1300 282 356

Email: [beko.care@beko.com](mailto:beko.care@beko.com)

Fax: (07) 5549 3546



**New Zealand Service Contact Details:**

<https://www.beko.com/nz-en/support/help-center>

Toll Free 0800NZBEKO 0800 69 2356

Email: [beko.care@beko.com](mailto:beko.care@beko.com)

Fax: (+617) 5549 3546

