

# Platinum.

## Manufacturer's Warranty

Range	Warranty	Details
<b>Platinum Appliances</b>		
Ovens	2 years	2 years parts and labour
Cooktops	2 years	2 years parts and labour
Rangehoods	2 years	2 years parts and labour
Dishwashers	2 years	2 years parts and labour
Microwaves	1 year	1 year parts and labour
<b>Platinum Sinkware</b>		
Stainless Steel Sinks	1/10 years	1 year parts and labour 10 years replacement product
Spare Parts & Accessories	1 years	1 year replacement part
<b>Platinum Tapware</b>		
Kitchen Mixers	1/7 years	1 year replacement parts & labour 7 years ceramic disc cartridge – parts only
Bathroom Mixers	1/7 years	1 year replacement parts & labour 7 years ceramic disc cartridge – parts only

Intersource Solutions Pty Ltd ABN 88 088 751 062 (“Intersource”) warrants the goods to be free from defects occurring in materials and/or workmanship under normal domestic use of the goods when operated in accordance with the supplied instructions for the period stated above.

Under the terms of this warranty, the repair or replacement of product during the above warranty period is at the option of Intersource or its authorised representatives. If a replacement product is supplied, warranty remains based on the original date of purchase.

### **This warranty extends only to:**

- defects occurring in materials and/or workmanship under normal domestic use of the goods and when operated in accordance with the supplied instructions; and
- installed goods by a qualified person and when provided with a certificate of compliance in accordance with state/territory laws; and
- goods sold by Intersource or its authorised distributors or dealers and only where the goods

are used and serviced within Australia. Reasonable evidence of the date of your original purchase must be provided to qualify for this warranty. The original sales receipt is your best proof of purchase.

### **This warranty does not cover:**

- to the extent permissible by law, consequential damage or failure due to accidental damage, impact, misuse or negligence;
- unauthorised alteration, modification or substitution of any parts of the appliance;
- consumable components such as charcoal filters, glass items and light globes;
- malfunction of goods due to faulty installation or use of this appliance not in accordance with the instructions supplied;
- rusting, scratching, denting, spotting, discolouration, damage by chemicals, corrosion caused by carbon steel items;
- goods that have their serial number or model number label removed or defaced.

Charges will apply for any non-warranty services performed.

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All costs of re-installation, relocation, cartage, freight, mileage expenses and insurance associated with this warranty and services are to be paid by the claimant.

For 'Return to Base' services, you must ensure that goods are packaged safely and securely. Any damage due to transport or improper packing will be at your own risk and expense.

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.

Notwithstanding the preceding clause, the liability of Intersource in respect of a breach of a consumer guarantee or any warranty made under these warranty terms and conditions for any goods not of a kind ordinarily acquired for personal, domestic or household use is limited, in relation to the goods to the extent permissible by law and at the option of Intersource:

- replacing the goods or the supply of equivalent goods;
- the repair of the goods;
- the payment of the cost of replacing the goods or of acquiring equivalent goods; or
- the payment of the cost of having the goods repaired.

To the extent permitted by law, all other warranties whether implied or otherwise, not set out in these warranty terms and conditions are excluded and Intersource is not liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate you for:

- any increased costs or expenses;
- any loss of profit, revenue, business, contracts or anticipated savings;

- any loss or expense resulting from a claim by a third party; or
- any special, indirect or consequential loss or damage of any nature whatsoever caused by Intersource's failure in complying with its obligations.

The benefits given to you in this warranty are in addition to other rights and remedies under a law in relation to the goods or services to which this warranty applies.

This warranty is not applicable outside of Australia.

## How to make a warranty claim

To make a claim, please contact Customer Care on 1300 985 815. Alternatively, you can contact us on the following:

- ✉ [customercare@platinumappliances.com.au](mailto:customercare@platinumappliances.com.au)
- 📮 PO Box 7785, Baulkham Hills BC, NSW 1755
- 📍 Unit 19 Catalyst, 9 Salisbury Road, Castle Hill NSW 2154

**To lodge your claim, we ask that you provide us with the following information.**

- Name / Model number of your product;
- Proof of installation (by licensed tradesperson) and/or proof of purchase;
- Your contact details; name, address (where the product is installed), email address and best contact number;
- Product Serial Number.

### For Easy Reference

\_\_\_\_\_  
Product Name

\_\_\_\_\_  
Model Number

\_\_\_\_\_  
Serial Number