



Euroquip – Food Service Equipment

P: 02 9707 2977, F: 02 9707 3266

A: Unit 1 / 26 Gow Street, Padstow NSW 2211

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E: sales@euroquip.com.au

Euroquip Warranty Terms & Conditions

1. WARRANTY

1.1 Euroquip warrants new Euroquip products to the original purchaser against defective material or workmanship for 12 months from the invoice date.

1.2 The Goods must have originated from Euroquip and easily identified as a Euroquip product.

1.3 The Customer must complete Warranty Card when supplied with goods and return the Warranty Card to Euroquip within 7 days of purchase. Failure to do so may void warranty.

1.4 Euroquip will during its normal business hours 9am-4pm Monday – Friday (excluding Public Holidays) through its branch or service agents, repair or replace at its discretion, including service and labour, all parts found to be defective and subject to warranty.

1.5 Warranty repairs may be available outside the normal business hours of Euroquip but will not be treated as warranty and subject to call-out fees and hourly charges and penalty rates where applicable.

1.6 To become eligible for this warranty the Customer must give notice to Euroquip immediately upon awareness of any alleged defect and before the expiration of the 12 months warranty period by completing Warranty Request Form containing; Customer Name, Address, Contact Numbers, Make, Model, Serial Number and machine fault.

1.7 This warranty does not extend to any damage to the Goods or failure of the Goods resulting from an installation that was undertaken outside the direct control of Euroquip or of its authorised service/installation.

1.8 Euroquip will not be responsible for any costs involved in gaining access to Goods for the purposes of repairs, checks or modifications. Any expense associated with obtaining reasonable access to the Goods including any modification of cabinetry, relocation of furniture, modifications to building structure(s) such as the removal of doors and glass panels etc., is the responsibility of the Purchaser.

1.9 The liability of Euroquip under this warranty is limited to repair or replacement of defective goods or components. All other costs including, delivery and installation shall be borne by the Customer or end-user.

1.10 Goods or components which fail as a result of incorrect or misuse, abuse, inappropriate operation, incorrect power supply will void warranty and not be replaced or repaired under warranty.

1.11 All portable goods claimed under this warranty must be returned to Euroquip at the Customer's own cost. Any goods returned to Euroquip shall be at the Customer's own risk as to loss or damage.

1.12 For non-portable goods on-site warranty service will be provided where the site is not in excess of 100km from the nearest authorised service agent. Suitable access to the product for inspection and service must be provided. Failure to provide suitable access will void warranty claims and any cost for repair or labour shall be borne by the Customer or end user.

1.13 The cost of any travel for repair and labour outside metropolitan areas will be at the cost of the Customer or end user and must be paid for prior to the commencement of repair.

1.14 Any warranty claims for repairs or replacement of defective goods or materials must be authorised by a director of Euroquip prior to action any being taken. Euroquip reserves the right to reject a claim for warranty if it is not completely satisfied with the circumstances under which the fault or defect occurred.

1.15 This warranty does not extend to cover; loss of profits, damage to other equipment, damage to fixtures & fittings, damage to buildings.

1.16 This warranty does not extend to cover; damage of failure of goods as a consequence of not removing packaging and transport materials before use.



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1.17 This warranty does not extend to cover; problems arising from blocked drains.

1.18 Items not covered under Warranty include: glass elements, glass covers, glass doors, light bulbs, refractory material, ceramic fibre panels, quartz tubes, plastic components, door seals, wire shelves, fluorescent tubes, gaskets or components which have been damaged by exposure due to spillage and all other parts subject to normal wear in the equipment and its accessories including but not limited to filters, oil, fuses, lamps, batteries, handles, locks, hinges.

1.19 This warranty does not extend to any fault or damage resulting from alteration, power surges, carelessness, neglect or misuse by the Customer or user.

1.20 This warranty does not extend to; damages incurred during handling, transport, goods which have not been installed in accordance with the manufacturer's specifications or due to repairs, modification or handling carried out by anyone other than an authorised personnel.

1.21 This warranty does not extend to; Compressor failure due to insufficient regular maintenance (of the type specified by the relevant manufacturer) of components including but not limited to condensers, filters etc. Insufficient and/or irregular cleaning of the condenser (monthly & more frequently if required). Failure to provide adequate ventilation for Goods as specified by the manufacturer. Fair wear and tear of the Goods.

1.22 Goods not performing correctly as a result of Goods being used in an environment whereby the ambient temperature and relative humidity are outside the operating parameters specified for those particular Goods.

2. **INDIRECT LOSS**

2.1 Euroquip shall not be liable to the Customer and/or the end user in any way whatsoever for any indirect or consequential loss or damage to persons or property, loss of property, or for death or injury caused by or arising out of, or in connection with any act, matter or thing, including fire, flood, or acts of God, negligent acts or omissions by Euroquip, its servants or agents.

2.2 Euroquip shall not be liable for any direct or indirect or consequential losses, damages, costs, (including legal costs) loss of profits or expenses suffered by the customer as a result of delay, defective, failure or faulty materials or workmanship, negligence or any act, matter of thing, permitted or omitted to be done by Euroquip, its servants or agents. Euroquip shall not be liable for direct or indirect economic loss including losses arising from food or product spoilage.

Thank You.