



WARRANTY DETAILS AUSTRALIA & NEW ZEALAND

Dear Customer,

Thank you for buying this product. This Machine has been designed and produced using the best technologies available.

1. Warranty Details:

(a) If your Caffitaly System Machine develops a fault or defect during the warranty period, and subject to the terms below, we will repair it or replace it.

(b) We offer this warranty on top of any guarantees imposed by the Australian Competition and Consumer Act 2010

and any other applicable State or Territory legislation (if your product was purchased in Australia) and the New Zealand Consumers Guarantees Act (if your product was purchased in New Zealand).

(c) The warranty applies for 12 months from the date of purchase.

(d) The warranty covers fault or defects in the product's materials or manufacturing.

(e) The warranty does not cover:

(f) Misuse, or use other than in accordance with the product's instructions;

(g) Negligence on your part;

(h) Normal wear and tear; or

(i) Faults or defects caused by third parties,

including work done by unauthorised service or repair agents.

2. Making a Warranty Claim

(a) To make a claim you should first contact the **Caffitaly System Customer Service Line** by telephone on **02 9846 0307** in Australia or **0800 450 894** in New Zealand and we will be able to provide you with the appropriate next steps for service or replacement of your machine.

(b) Before contacting the Caffitaly System Customer Service Line, please make sure you have carefully read the Instruction Manual supplied with the machine.

(c) After you have initiated the claim via the telephone, we may ask you to return the product to us, as per the address details in Point 4.

(d) You will need to provide your receipt as proof of purchase in order to make a claim under the warranty.

(e) Once you return the product and lodged a claim to us, we will assess the claim and let you know whether it is covered. The decision whether to repair or replace a product is at our sole discretion unless there is a 'major failure' as defined in the Australian Consumer Law or New Zealand Consumers Guarantees Act.

f) If it is covered we will deliver the repaired or replaced product back to you. We will bear this cost.

g) If it is not covered, we will deliver the product back to you and you will bear the transport cost.

3. General service and repair enquiries

For general service and repair enquiries, please contact us on the telephone number below.

4. Roasting Australia Holdings contact details

Roasting Australia Holdings Pty Limited
11 Hoyle Avenue, Castle Hill, NSW 2154 Phone
Australia: 02 9846 0307
Phone New Zealand: 0800 450 894

5. Statutory Guarantees

As well as the Roasting Australia Holdings Pty Limited warranty, our goods come with guarantees that cannot be excluded under the Australian Consumer Law and New Zealand Consumers Guarantees Act. 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.

6. Claim Details

If you are making a claim under the warranty or the statutory guarantees, we will require the following information from you:

- a) Name;
- b) Address;
- c) Product purchased;
- d) Date of purchase;
- e) Machine Serial Number;
- f) Shop of purchase;
- g) Description of the problem.