

POLO

POLO “C” SERIES CONVECTION PANEL HEATERS LIFETIME WARRANTY

This warranty is provided by Polo Appliances ABN 80 749 103 558 of 17 Brett Drive, Carrum Downs, Victoria, 3201, in respect of the Polo product included in the packaging with this warranty card or as otherwise supplied with the product.

1 POLO WARRANTY

Subject to the conditions and exclusions below, this Polo C heater comes with a lifetime warranty. If the heater stops working due to faults in construction, material or production it will be repaired or replaced with an equivalent, fully operational panel heater. This is provided that:

- a) it was purchased brand new from an authorized POLO retailer located in Australia and have the original purchase/receipt invoice to verify the purchase and the purchase date; and
- b) it was installed and used according to the instructions enclosed with the heater at the time of purchase; and
- c) the first person acquires the POLO heater AND registers the heater within 3 months from the date of purchase at www.mypolo.com.au.

Further, this warranty:

- a) is personal to the first person who acquires the POLO panel heater from the relevant retailer.
- b) can not be claimed by anyone other than the first person who acquires the POLO panel heater.
- c) Is limited to 5 years from the date of purchase if the first person who acquires the POLO heater fails to register the purchase at www.mypolo.com.au within 3 months from the date of purchase.

2 WARRANTY EXCLUSIONS

This warranty does not apply where;

- a) The product has been installed, connected or operated other than in accordance with the information contained in the user manual provided to you with the product.
- b) The product requires repair due to damage resulting from abusive usage or handling, tampering, alteration or servicing by anyone other than an authorized Polo service agent, unauthorized modification and/or adaptation made to the product deviating from the specifications and/or the intended use, lack of reasonable maintenance, power surges, connection to incorrect voltage, voltage fluctuations and external electromagnetic interference.
- c) The repair relates to the battery replacement, power plug, lead, appearance items and cabinetry.

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- d) You are unable to provide us with reasonable proof of purchase for the product: eg purchase receipt/invoice.
- e) The product was not purchased in Australia as a brand new product from an authorized POLO retailer.

3 HOW TO MAKE A WARRANTY CLAIM

You may make a claim under this warranty via email to claims@mypolo.com.au or by calling us on 1800 696 626 or visiting Polo Appliances at 17 Brett Drive Carrum Downs 3201 Victoria.

To make a valid claim you must provide us with the Polo heater serial number (if available) and reasonable proof of purchase in the form of the original purchase receipt/invoice.

4 WARRANTY CLAIMS

If you make a valid claim under this warranty subject to the terms, conditions and exclusions expressed herein, Polo will, at our election, choose to either repair or replace the product with a product of identical specification, or where the product is superseded or no longer in stock, with a product with as close a specification as possible. Replacement goods may be new or refurbished.

The faulty heater is to be returned to the original dealer where purchased or POLO Appliances and its replacement, if applicable, collected from the same location. No home delivery of replacement heaters is possible. The owner is responsible for all transportation (and any applicable insurance) costs of taking the product to and the replacement product from the original dealer.

5 FURTHER INFORMATION

- a) The benefits to the consumer under this warranty are in addition to other rights and remedies of the consumer under the laws in relation to the goods and services to which the warranty relates; and
- b) 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 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.

For warranty advice please contact Polo Appliances on 1800 696 626 – 17 Brett Drive Carrum Downs 3201 Victoria.

Ph (03) 9775 1022

Fax (03) 9775 1400

E mail claims@mypolo.com.au

Website www.mypolo.com.au