

# DISHWASHER GUARANTEE

## LIMITED TIME ONLY

30 DAY MONEY BACK GUARANTEE

5 YEAR WARRANTY

10 YEAR MOTOR WARRANTY



\*Via redemption ONLY. Conditions apply, Offer valid 1 July 2019 - 31 October 2019.  
Only available on ILVE models: IVFID10, IVBID10X & IVFSD10X . New retail sales only, excludes T2, carton damaged, ex-display items and commercial sales.  
Visit [www.ilve.promo](http://www.ilve.promo) for full conditions.

ILVE.PROMO

# ILVE DISHWASHER 5 YEAR WARRANTY, 10 YEAR MOTOR WARRANTY & MONEY BACK GUARANTEE

## TERMS AND CONDITIONS

Each new ILVE dishwasher comes with a 2 year manufacturer's warranty from the date of purchase. To be eligible for the 5 YEAR WARRANTY, 10 YEAR MOTOR WARRANTY & MONEY BACK GUARANTEE, you simply need to register within 90 days of your purchase or at the date of installation of the appliance (whichever comes first) at [www.ilve.promo](http://www.ilve.promo) and Eurolinx Pty Ltd (trading as ILVE) will extend the manufacturer's warranty to 5 years, motor warranty for 10 years & offer a money back guarantee for 30 days free of charge. If you do not register, your manufacturer's warranty will remain at the 2 years from the date of purchase as usual. This warranty only applies to new Appliances, purchased and used in Australia ONLY and 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 ONLY.

- \* 1. You must purchase eligible ILVE branded dishwashers during 01/07/2019 - 31/10/2019.
- 2. Eligible products include eligible brand new ILVE Dishwasher purchased in Australia ONLY from authorised ILVE dealers / resellers.
- 3. You must complete the registration form within 90 days of purchase or at the date of installation of the appliance (whichever comes first) date [www.ilve.promo](http://www.ilve.promo).

### EXTENDED WARRANTY TERMS AND CONDITIONS

The below document details the terms and conditions of the product warranty for ILVE appliances, and it is an important document which you should retain together with your proof of purchase for and future reference should there be a manufacturing defect in your appliance. This warranty is in addition to other rights you may have under Australian Consumer Laws.

1. In this warranty:

- a. 'Appliance' means any ILVE branded product purchased by you and accompanied by this document;
- b. 'AIRASA' means any authorised ILVE resellers or authorised service agent;
- c. mentioning of the brand ILVE also refers to Eurolinx Pty Ltd (trading as ILVE)
- d. 'Warranty Period' refers to the standard 24 month warranty provided in the manufacturer's guarantee; Full warranty terms are available at [www.ilve.com.au](http://www.ilve.com.au)
- e. 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
- f. "Eurolinx Pty Ltd" means Eurolinx Pty Ltd A.C.N. 163 733 597 acting in capacity as trustee of the Eurolinx Pty Ltd Unit trust ABN: 45 868 077 422

2. Application: This warranty only applies to new purchased Appliances, used in Australia ONLY 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-excluded statutory guarantees in Australia ONLY.

3. Warranty Period: Subject to these terms and conditions this warranty will continue for a period of 24 months following the date of original purchase of the Appliance. In addition, the Warranty Period is extended to an additional 36 months for the product and 96 months for the motor ONLY if you register your Appliance for the extra 3 years & 8 years at [www.ilve.promo](http://www.ilve.promo) within 90 days following the date of original purchase.

4. Repair or Replace Warranty: During the ILVE appliances or its 'AIRASA' will, at no extra charge, if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. ILVE Appliances or its 'AIRASA' may use refurbished parts to repair your Appliance. As apart of this agreement, you agree to surrender any parts of an appliance replaced by ILVE or its 'AIRASA'

5. Travel and Transportation Costs: as stated in the standard ILVE Warranty document will bear the reasonable cost of transportation, travel and delivery of the Appliance to and from ILVE Appliances or its 'AIRASA'. Travel and transportation will be arranged by Eurolinx Pty Ltd as part of any valid warranty claim.

6. Proof of Purchase: Original Proof of purchase is required before you can make a claim under this additional warranty. Additional Warranty is not transferable if the product is re-sold or part of a sale of property/house and only applies to the original purchaser and cannot be excluded under the Australian Consumer Law.

7. 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:

- i. light globes, batteries, filters, belts, gaskets or similar perishable or consumable product parts;
- ii. parts and appliances not supplied or manufactured by ILVE;
- iii. cosmetic damage affected the operation or performance of the Appliance;
- iv. customer damage to the Appliance caused by:
  - a. negligence or accident;
  - b. misuse or abuse, including failure to properly maintain or service;
  - c. normal wear and tear;
  - d. power surges, electrical storm damage or incorrect power supply;
  - e. incomplete or improper installation;
  - f. incorrect, improper or inappropriate operation;
  - g. insect or vermin infestation;
  - h. failure to comply with any additional instructions supplied with the Appliance;

In addition, ILVE Appliances is not liable under this warranty if:

- a. the Appliance has been, or Eurolinx Pty Ltd 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 ILVE in writing;
- c. the Appliance's serial number or warranty seal has been removed or defaced;
- d. the Appliance was serviced or repaired by any non-authorized repairer outside of an 'ARSASA'.

8. How to Claim Under This Warranty: To enquire about claiming under this warranty, please follow these steps:

- a. carefully check your eligibility, if unsure, please contact Eurolinx Pty Ltd on 1300 694 583
- b. Check your operating instructions, user manual and read the terms of your ILVE appliance warranty;
- c. have the model and serial number of the Appliance available;
- d. have the proof of purchase (e.g. an invoice or occupancy certificate) available;
- e. Go To [www.ilve.com.au](http://www.ilve.com.au) and fill out the online submission form.

9. ILVE Appliance goods come with a guarantee by Eurolinx Pty Ltd 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 ILVE 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.

10. Confidentiality: You accept that if you make a warranty claim, ILVE Appliances and its 'AIRASA' may exchange information in relation to you to enable ILVE Appliances to meet its obligations under this warranty.

If you are unsure of the above mentioned terms 1 - 10, please contact Eurolinx Pty Ltd on: 1300 694 583 or email: [ilve@eurolinx.com.au](mailto:ilve@eurolinx.com.au)

Eurolinx Pty Ltd Office is located at: 48-50 Moore Street, Leichhardt, NSW 2040

**EXTENDED WARRANTY IS AVAILABLE FOR ILVE PRODUCTS PURCHASED IN-STORE & ONLINE BY AUTHORISED ILVE DEALERS / RESELLERS IN THE AUSTRALIA ONLY. IF UNSURE, PLEASE CONTACT EUROLINX PRIOR TO MAKING YOUR PURCHASE**

## MONEY BACK GUARANTEE TERMS AND CONDITIONS

1. Information on how to action and claim your 30 Day Money Back Guarantee forms a part of these terms and conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions. Offer not valid in conjunction with any other offer, unless otherwise advised. If you also participate in any other ILVE sales promotions during this period and redeem a cash back under that promotion in relation to a product returned under this promotion, the Promoter reserves the right to deduct the value of the bonus gift from the total money to be refunded under this promotion or require you to return the cash back amount to the Promoter prior to receiving your refund.
2. Participation in this promotion is only open to Australian residents 18 years & over. Employees (and their immediate families) of the Promoter are ineligible to claim. Only one claim is permitted per person.
3. To be eligible to participate in this promotion you must purchase an eligible ILVE branded dishwasher as detailed below only from any authorised ILVE dealer / reseller between 8:00am 1st July and 31st October 2019 ("Promotional Period").

Product Category	Eligible Models
Dishwashers	IVFID10, IVBID10X & IVFSD10X

To qualify for the 30 day money back guarantee the eligible ILVE Dishwasher must be trialed for a minimum of 14 days. If after this 14 day period you are not satisfied with your product you can register for a refund by contacting ILVE at [promotions@eurolinx.com.au](mailto:promotions@eurolinx.com.au). Registrations is online only and entries received via post will not be accepted. Registrations close 11:59pm 30th January 2020 after which no further claims will be accepted. This guarantee is additional to your existing manufacturers' warranty and Australian Consumer Law rights. Any claim for a refund must be submitted within 90 days of your purchase or at the date of installation of the appliance (whichever comes first). When contacting ILVE for a refund online you must supply the following information:

1. your contact details – name, address *that the product will be located at* and daytime contact phone number,
2. a copy of your proof of purchase – a receipt/tax invoice indicating the date of purchase, model purchased and showing the balance for the product has been paid in full
3. a proof of the installation and date of installation from a certified dishwasher installer ( i.e. not a handyman)
4. a brief explanation as to why you decided to return your eligible ILVE Dishwasher
5. You can provide a copy of your proof of purchase in the following manner:
  - a. scanning or photographing the purchase receipt showing date of purchase and payment in full and attaching it to the email and sending it to:

Eurolinx Customer Care

[customercare@eurolinx.com.au](mailto:customercare@eurolinx.com.au)

Subject: 30 Day Money Back Guarantee

6. Please ensure you retain your original and only send a photocopy of the original.

Any email received outside of the 14 days of installation or after 90 days of purchase will deem your claim invalid. The Promoter accepts NO responsibility for late, lost or misdirected mail and/ or claims. All claims for this promotion must be made via email.

If your eligible ILVE Dishwasher product is on out of stock during the promotional period, the day of registration and/or refund terms and conditions will begin from the date of delivery. To be eligible for this promotion a deposit must be paid on an eligible model during the promotional period and be paid for in full during the promotional period ( 1 July 2019 - 31st October 2019). The products must still be trialed for a minimum of 14 days and any claim for a refund must be registered within 30 days of installation or 90 days from delivery date (which ever comes first). The delivery date as indicated on your receipt will be the authoritative guide. All claims for a refund must be registered by AEDT 11:59pm 30 January 2020 after which no further claims will be accepted.

The product must be in original condition, notwithstanding acceptable daily use, to be eligible for the money back guarantee. Products that are damaged (including due to mishandling or mistreatment) may not be eligible.

This promotion is only valid for purchases made within Australia.

1. Following submission of a valid claim for the money back guarantee, the Promoter will contact you to arrange to collect your unit. The Promoter will collect from major metropolitan areas of Australia serviced by the Promoter's delivery carrier. If you live outside of a metropolitan area serviced by the Promoter's delivery drivers, there will be a reasonable collection charge that must be paid prior to collection. The Promoter reserves the right to vary the conditions and timing of any collection of products on notice.
2. All accessories and instruction manuals must also be returned. You must empty and clean the product before the collector arrives. Products must not be left on the street or outside of the premises for collection. Products stolen, missing or damaged in these circumstances will be at the claimant's cost and no refund will be supplied.
3. Upon collection, the product will be checked to ensure it is in its original condition and that all accessories have been included in the return. Once checked and approved, the delivery driver will provide a cheque for the purchase price (excluding any associated charges including delivery, extended warranties, installation and other items purchased but not returned) prior to removing the product. If collection of the product is arranged and the product is found to be damaged, the product will need to be returned to the Promoter for a more detailed assessment. In this instance, the refund cheque will be withheld, and you will be contacted by a representative of the Promoter regarding the outcome.
4. The 30 day money back guarantee is a benefit that is offered in addition to your existing manufacturers' warranty and Australian Consumer Law rights. This promotion does not affect these existing legal rights which continue to apply during and after the course of this promotion. 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.
5. If you would like to make a claim under your manufacturer's warranty or the Australian Consumer Law, or if you would like to discuss anything further please do not hesitate to contact our Customer Care department on 1300 694 583 or email [customercare@eurolinx.com.au](mailto:customercare@eurolinx.com.au)
6. Once the money back amount has been exchanged for your eligible product, the Promoter will not be responsible for any damage or loss of the monies received.
7. This Promotion applies only to retail purchases (paid in full) of eligible ILVE Dishwasher (strictly no factory seconds, commercial sales or auction house sales). Products are to be paid in full. Products purchased under finance, payment or rental agreements are not eligible to participate in this promotion. Claimants must agree to these full Terms and Conditions on the online redemption form and supply the information marked as mandatory.
8. The offer is not applicable to trade (commercial) or wholesale suppliers, this includes but is not limited to purchases made from suppliers that do not generally sell direct to the public.
9. The refund amount covers only the purchase price of the eligible ILVE Dishwasher and excludes any associated charges including transportation, extended warranties, installation and purchase of other items.
10. All claims are subject to verification by the Promoter. The Promoter reserves the right, at any time, to verify the validity of claims (including contacting the place of purchase) and claimants (including a claimant's identity, age and place of residence) and to disqualify any claimant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
11. Incomplete, indecipherable, or illegible claims will be deemed invalid.
12. The 30 day money back guarantee is valid on eligible ILVE Dishwashers purchased from any ILVE authorised dealer / reseller between 8:00am 1 July 2019 and 31 October 2019. The offer does not apply to any other ILVE products purchased within this promotional period.
13. Any misrepresentation or fraudulent information by the purchaser disqualifies claim of this offer.
14. The Promoter reserves the right to vary these terms and conditions without notice, to modify, reschedule or terminate the promotion or to modify or extend the closing date and criteria of the Promotion at its discretion.
15. The Promoters' decision on all matters pertaining to this Promotion is final and binding and no correspondence will be entered into, except as otherwise stated in these terms and conditions. Claims are not transferrable or assignable.

16. Liability for any tax on any refunds awarded to a Participant pursuant to this Promotion shall be the sole responsibility of the Participant. It is recommended that Participants contact their own accountant or taxation advisor in this regard.
17. Except for any liability that cannot be excluded by law, the Promoter (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of property); whether direct, indirect, special or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any claim or offer that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter.
18. The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties, including, but not limited to, other suppliers and as required, to Australian regulatory authorities. Claim is conditional on providing this information. If the claimant does not mark the applicable box, the Promoter may, for an indefinite period unless otherwise advised, use the information for promotional, marketing and publicity purposes including sending electronic messages or telephoning the entrant. Claimants should direct any requests to access, update or correct information to the Promoter. All claims become the property of the Promoter.
19. The Promoter is Eurolinx Pty Ltd, 48-50 Moore Street, Leichhardt NSW 2040 P: 1300 MY ILVE (649 583) ABN 5790 5954026

If you are unsure of the above mentioned terms, please contact Eurolinx Pty Ltd on: 1300 694 583 or email: [ilve@eurolinx.com.au](mailto:ilve@eurolinx.com.au) Eurolinx Pty Ltd Office is located at: 48-50 Moore Street, Leichhardt, NSW 2040

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