

**Offer by ASKO Appliances** (Aust.) Pty Ltd ABN 65 007 007 329  
35 Sunmore Close Moorabbin 3189  
**PH: 1300 00 2756**

**Receive 5 Year Warranty Plus 10% Off ASKO Washing Machine, Dryer and Dishwasher Terms and Conditions are as follows:**

**Total warranty period: 5 years – includes a 2-year manufacturer's warranty plus a bonus 3-year extended warranty.**

1. Offer only available on the purchase of eligible ASKO appliances from ASKO authorised agents in Australia from **1st August until 30<sup>th</sup> September 2024**.
2. Offer only available strictly while stocks last, no rainchecks.
3. Offer only available on purchases of new ASKO Built in and Full integrated Dishwashers, washing machines and Dryers designed for domestic/personal use. Not available on ASKO Freestanding Dishwashers (DFS342I), Ovens, Cooktops, Rangehoods, Warming/Vacuum Drawers, Coffee Machines, Cooking and Laundry Accessories.
4. Offer does not include any Display, Runout and Clearance Stock items.
5. Dollar savings are rounded to the nearest whole number (dollar value).
6. For eligible models this offer is valid in conjunction with "Buy my Partner", "Buy my partner +" and "Complimentary Hidden Helper" Offers.
7. This offer will be applied at point of purchase, not via redemption.
8. **Orders under \$5,000:** ASKO can hold orders free of charge for a total of 6 months from the date of purchase. After 6 months, the order will need to be paid in full and delivery taken. If not, ASKO reserves the right to cancel the order and issue a refund.  
  
**Orders over \$5,000:** ASKO can hold orders free of charge for a total of 6 months from the date of purchase. After 6 months, payment is to be made in full otherwise ASKO reserves the right to cancel the order and issue a refund. Once payment is received, the holding period will extend a further 6 months free of charge (full holding period equalling 12 months). If delivery is not taken after 12 months, ASKO reserves the right to cancel the order and issue a refund.
9. ASKO will contact the customer if a product becomes discontinued. The relevant product is to be paid in full and delivery taken within 7 days. If delivery is not taken, ASKO cannot guarantee product availability and will not offer a replacement. A full refund will be issued.
10. All promotions are only available on products purchased through ASKO's Retail Agents through ASKO's Vara online sales portal. Promotions or any special offers will not be applicable to commercial trade purchases, staff purchases, associate purchases, seconds stock boxed or unboxed purchased at ASKO or a business partner of ASKO.
11. Commercial orders to businesses are not eligible to receive promotional offers which are exclusively offered to our ASKO Agents at full retail price.
12. All accessories depicted in marketing material are not a part of the offer. This includes (and is not limited to) pull out shelves on laundry appliances, top and side panels on dishwashers, and any kitchen cabinetry or utensils depicted in any ASKO images.
13. Only open to Australian residents residing in Australia aged 18 years and over.
14. To the extent permitted by law, any ASKO appliance returned due to change of mind, will be liable for a restocking fee of 20% of the purchase price if the appliance is not in original packaging or the packaging has been opened (statutory returns excluded).
15. ASKO reserves the right to change, substitute, withdraw or extend any promotional offer at any time without notice. Any decision by ASKO in connection with this offer is final.

## Complimentary ASKO Warranty Extension

### ASKO COMPLIMENTARY EXTENDED WARRANTY TERMS AND CONDITIONS

The Complimentary ASKO Extended Warranty Plan extends the standard manufacturer warranty and begins at the end of the standard warranty period.

#### **Australian Consumer Law:**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL.) You are entitled to a replacement or refund for a major failure and 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.

The ACL protects consumers by automatically giving them basic, guaranteed rights for goods they purchase ("Consumer Guarantees") at no charge. For example, the ACL requires that, taking account of the nature of goods, the price, any representations made by the supplier or manufacturer and other relevant circumstances, the goods must be free of defects, do what they are meant to do, be safe, durable and acceptable in appearance and finish, be fit for any particular purpose that the consumer makes known and comply with any description given or any demonstration model used.

In the event of a breach of a Consumer Guarantee where there is a major failure of the goods, consumers are entitled to reject the goods and choose a replacement or refund and claim compensation for any reasonably foreseeable loss or damage suffered by consumers as a result of the failure. Where the failure does not amount to a major failure, consumers are entitled to have the supplier repair or replace the goods (at the supplier's choice). Whether a specific failure breaches a Consumer Guarantee and a consumer is entitled to a remedy under the ACL will depend on the circumstances.

Consumer Guarantees have no set time limit but generally last for an amount of time that is reasonable to expect in the circumstances, given factors including the cost and quality of the goods, the use made of the goods or any representation made by the supplier or manufacturer. Consumer Guarantees may continue even at the expiry of the Manufacturer's warranty for the goods or this Extended Warranty Plan. The exact amount of time that Consumer Guarantees last in the case of a specific purchase varies depending on the circumstances.

Consumers with a claim for breach of a Consumer Guarantee should contact ASKO at first instance. If you are unable to reach a resolution with ASKO as to the remedy, you should seek independent advice and/or contact the Australian Competition and Consumer Commission (ACCC) or Your state/territory fair trading body.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

#### **Additional benefits under the ASKO Extended Warranty Plan not available under ACL**

We appreciate that you may want the certainty of knowing that, if the appliance purchased is faulty, it is covered for a specific time period.

With the Complimentary ASKO Extended Warranty Plan, subject to the terms and conditions, consumers obtain certainty regarding the period of coverage and the remedy that will be provided. The plan also offers the convenience of having the repair and/or replacement process managed by ASKO, with work undertaken by ASKO-trained technicians.

It is the consumers choice whether to seek a remedy from the Complimentary ASKO Extended Warranty Plan or from ASKO via their ACL rights.

The benefits to the consumer given by the Complimentary ASKO Extended Warranty Plan are in addition to other rights and remedies of the consumer under law in relation to goods or services to which the Complimentary ASKO Extended Warranty Plan relates.

#### **Replacement Terms**

If ASKO cannot repair the goods or if the cost of replacement is less than the cost of repair, ASKO will replace the goods with an appliance of the same or equivalent specification (subject to the terms and conditions of the Extended Warranty). Upon replacement of the goods, the Extended Warranty will end immediately, and there will be no refund of the fee paid to participate in the Extended Warranty.

#### **What is not covered by the Complimentary ASKO Extended Warranty?**

The Complimentary ASKO Extended Warranty does not provide cover in relation to any of the following:

- a) Costs covered within the manufacturer's warranty period or any other supplier or repairer's guarantees.
- b) The appliance being recalled by the manufacturer.
- c) The cost of modifying the appliance.
- d) Claims arising from your failure to follow the manufacturer's instructions.
- e) Claims arising from using your appliance in a non-domestic or commercial environment.
- f) Theft, attempted theft, malicious damage or damage caused by fire or explosion.
- g) Claims arising from floods, lightning, storms, frost or other bad weather.
- h) Claims arising from any problem with the supply of electricity, gas or water.
- i) Costs if no fault is found with your appliance.
- j) Routine maintenance, cleaning and servicing.
- k) Labour charges for work outside repairer's normal working hours.
- l) Repairs carried out outside of Australia.
- m) Costs arising from not being able to use your appliance or from damage caused when the appliance breaks down,

including any costs to remove or reinstate built-in or fitted appliances.

n) Cosmetic damage such as damage to paintwork or dints or scratches or holes to the appliance.

o) The cost of replacing any item or accessory that is intended to be replaceable. These include: fuses, batteries, light bulbs, fluorescent tubes and related starters, filters, attachments, cables, plugs, light covers or rain covers.

p) Costs due to rust, corrosion or water damage.

q) Installation charges if the appliance is replaced.

r) Claims against you by any third party including for personal injury or damage to property.

s) Claims by you for personal injury or damage to property, other than for damage to property as specifically covered by this Complimentary ASKO Extended Warranty.

t) Damage caused by accidents, including (but not limited to) during moving or installation.

u) Travel charges apply outside ASKO or Authorised Service Agent's service areas.

v) False Or Exaggerated Claims: This Extended Warranty will not be valid if any information you give us is false or exaggerated.

### How to make a claim

To make a claim please call the ASKO Hotline on 1300 002 756.

### Transfer of Ownership

This Extended Warranty can be transferred to a new owner of your goods. To organise the transfer please call the Complimentary ASKO Extended Warranty Customer Service line on 1300 002 756.

### Privacy Statement

ASKO have engaged The Warranty Group Australasia Pty Limited to perform its obligations under this contract and for this purpose you consent to ASKO providing that person with your contact details and information about your purchase.

You consent to all of the uses and disclosures of your contact details and information described in ASKO Privacy Policy which can be accessed at [www.asko.com.au](http://www.asko.com.au) and this statement. ASKO may use and disclose information about you to its insurers, its claims managers, its repairers and its other suppliers (including to any person situated outside Australia) for the purpose of:

- Transferring this extended warranty to a new owner of the product you purchased.
- Processing claims in relation to this extended warranty.
- Repairing or replacing products under this extended warranty.
- Offering products and services related to this extended warranty to you.

You consent to these parties contacting you or a new owner of the product you purchased, including sending emails or making contact by telephone, for the purposes set out above.

You confirm you have the necessary authority to provide the information and to give these consents. For further queries, please contact our Privacy Officer at: 1300 002 756.

The Complimentary ASKO Extended Warranty is not an insurance policy nor is ASKO an Insurer.