

Space Grill Global Pty Ltd. ACN 600 304 158

Post:

PO Box 948, Nerang 4211 Queensland

P: 1800 772 234

WARRANTY REGISTRATION

Your ongoing satisfaction with your Space Grill product is important to us. We ask that you complete the enclosed Warranty Registration Card and return it to us so that we have a record of the Space Grill product purchased by you. Alternatively, you can now register your warranty online at <http://space-grill.com>

PRIVACY

Space Grill respects your privacy and is committed to handling your personal information in accordance with the National Privacy Principles and the Privacy Act 1988 (Cth). A copy of the Space Grill Privacy Policy is available at www.space-grill.com. Space Grill will not disclose any personal information set out in the Warranty Registration Card ("Personal Information") without your consent unless required by:

1. law;
2. any Space Grill related company;
3. any service provider which provide services to Space Grill or assist I Space Grill in providing services (including repair and warranty services) to customers. Our purpose in collecting the Personal Information is to keep a record of the Space Grill product purchased by you, in order to provide a better warranty service to you in the unlikely event that there is a problem with your Space Grill product. Space Grill may contact you at any one or more of the addresses, email addresses or telephone numbers set out in the Warranty Registration Card. Please contact Space Grill on 8300 772 234 should you not wish to be contacted by Space Grill.

WARRANTY

- i) Space Grill comes with a full 12 month manufacturer warranty.
- ii) The 12 month manufacturer warranty entitles a consumer to repair or a replacement of their product (whatever is deemed necessary by Space-Grill), in the event that: a) the good is received in unacceptable condition; or b) the good is experiencing a major defect, not caused by any fault of the consumer; or c) the product is unsafe for use
- iii) Space Grill does not offer refunds or compensation for faulty items, except where required to do so by virtue of the consumer guarantees under the Australian Consumer Law.
- iv) Where your goods may have been damaged in transit, please refer to the Returns section for details of the relevant procedure to be complied with.
- v) The manufacturing warranty offered by Space Grill is valid for 12 months from the date of purchase. Where there is no proof of purchase, proof of delivery will suffice.

vi) In the event that the faulty good is returned within 14 days, the consumer is entitled to replacement (instead of repair) of the product. Proof of purchase is still required.

vii) To make a claim under the 12 month manufacturing warranty offered by Space Grill you must contact us directly via our Customer Service team at admin@space-grill.com, Alternatively, you may call us on 1800 772 234.

viii) To make a claim under the 12 month manufacturing warranty, you must provide our Customer Service team with: a) details of the fault or damage in respect to the claim you are making; b) photographic evidence of the fault or damage, c) proof of purchase d) any other relevant details and information relating to the claim

ix) If you are successful in making your claim, our Customer Service team will instruct you on how best to return the goods. Space Grill does not bear any other costs you may incur in making a claim under warranty, unless otherwise provided by law. Once the product has been received and your claim has been verified, repair or replacement at our expense will be organised.

x) We reserve the right to seek remuneration for any reasonable costs we incur in relation to returned goods that are found to be in proper working order. Further, we retain the right to hold those goods until payment is received.

xi) Except as required by law, the 12 month manufacturer's warranty shall not apply where the product: a) Have not been correctly installed, maintained or operated in accordance with the manufacturer's guidelines or any other conditions provided with the product; or b) Where the damage or fault is a result of the consumer's intentional or negligent misuse. This includes and is not limited to the consumer's attempts to physically alter the product; or use incompatible appliances/accessories on the product.

xii) Our products also come attached with consumer guarantees provided by the Australian Consumer Law.

xiii) The 12 month manufacturing warranty provided by Space Grill applies in addition to the consumer guarantees provided under the Australian Consumer Law. The 12 month manufacturing warranty provided by Space Grill exists separately, and is different to, the consumer guarantees under the Australian Consumer Law.

xiv) Any warranty given by us will be in addition to any remedies or rights you, as a consumer, may be entitled to under the Australian Consumer Law.



xv) For minor problems, we retain the discretion under the Australian Consumer Law to offer consumers a repair or replacement of their ILVE Space Grill product only.*

xvi) For major problems, consumers under the Australian Consumer Law have the right to obtain a full refund, replacement of the product; or compensation for reduction in the value of the product.

xvii) A product is deemed to have a major problem under the Australian Consumer Law when it:

a) Is significantly different from the sample or description; b) Is unsafe for use; c) Does not serve the intended purpose as described by Space Grill; or is not what the consumer asked for and cannot be easily fixed; or d) has a problem that would have stopped a consumer from buying the good if they had known about it.

EXCHANGE & RETURNS

i) Space Grill does not offer refunds or accept returns in the event you change your mind about a product. Please see the Warranty section if your good is faulty, damaged or if you believe it has been incorrectly advertised in order to make a claim and subsequently organise a return.

ii) In the event your good has been damaged in transit, please notify our Customer Service team within 48 hours of receipt. a) You must provide our team with photographic evidence of the damage before you are entitled to a repair or replacement.

b) Our team can be contacted at admin@space-grill.com or alternatively, you may call us

on 1800 772 234. c) Space Grill will instruct you on the appropriate method to return the product.

iii) All goods are to be returned in the condition they were received (and with original packaging if possible).

iv) We will not replace product until we receive the original product and can verify the claim.

v) Please note that every attempt has been made to present our products as accurately as possible on our online and physical format.

We will only accept returns and offer refunds in claims for incorrect advertising where the advertised product is significantly different to what was advertised (as required by the Australian Consumer Law).

*For your closest Space Grill authorised service agent please contact Space Grill on 1800 772 234 or Email: admin@space-grill.com

ALL SERVICE CALLS FOR THE Space Grill MUST BE BOOKED THROUGH SPACE-GRILL SERVICE AND WARRANTY DEPARTMENT, via Space Grill Pty Ltd ON 1800 772 234





WARRANTY REGISTRATION CARD
01112015

Please complete and send to Space Grill Global Pty Ltd at:
PO Box 948 Nerang QLD 4211

Last Name:		First Name:	
Address:			
State:	Postcode:	Email:	
Home Phone:		Mobile:	
Purchase Date: / /		(Please attach proof of purchase to validate warranty)	

MODEL NUMBER	SERIAL NUMBER <small>(if you cannot locate the serial number please call ILVE on 1300 85 64 11)</small>
1	
2	
3	
4	