

All refrigerated compressor driven products purchased from Bar Fridges Australia (BFA) are covered by our exclusive 'Product Confidence' warranty;

***2 Years Australia Wide 'On Site' parts and labour warranty** strictly from the invoice purchase date. *Units purchased under \$500 may be fully replaced with new, depending on location and logistics.

Exception: Scratch 'n' Dent and items on special.

***5 Years compressor warranty**, strictly from the invoice purchase date, items with compressor only.

Exception: Commercial use is 3 Years compressor (pubs, clubs, hospitality and restaurants etc.)

***All under \$500 price items:** 12 Months Australia Wide 'New Replacement' Warranty from the invoice purchase date. Models: **BCH40A, BCH48-SS, BCH70B, BCW69-DD, BCWH-69, DW40T, DW60T, DW25, VB01, HUS-SC50B, HUS-SC50W, HUS-SC50-SS, EC50, EC68, EC68-SSH, EC68L-SSH, DW-SC20-SS, DW-SC20-Milk, SC52-CUR, EC68-RETRO units.**

All '**Scratch N' Dent bargains and Sales / Specials**' where stock is reduced in price have separate warranty terms which are stipulated on both the listing and the invoice, not related to warranty page on site. These units are deemed to be second hand and are discounted accordingly - their warranty periods are also reduced.

BFA will pay all costs to repair, replace (with similar or equivalent model) or refund (at our sole discretion) for any faulty unit or part thereof should the fault be deemed as a defect in operation, material, or workmanship. BFA is geared towards fairness in all cases. In most instances when we recognise a problem and the problem can be remedied on-site, the work is undertaken via our fleet of service technicians. Should it prove difficult to diagnose the fault or perform the repair work in the space or environment provided, or if the unit is located outside the BFA service area then the unit will need to go off site for repair and return.

Warranty Does Not Include;

- Any expenses resulting from service calls for either products or faults that are not specifically covered by this warranty, (including units which are found to be operating normally). All call out fees will then be borne by the client (at our discretion).
- If diagnosis of unit is needed to ascertain if the **compressor** is at fault after the initial 2 Year warranty period, and it is found that the problem is not the compressor, then the client is liable for the call out fee and all costs involved as it then falls outside the 2 years part and labour warranty.
- Any expenses resulting from service calls for both fault diagnosis and repair after the above warranty terms have expired. BFA will always attempt to assist after warranty periods have expired with spare parts and service, just as we would within warranty periods. Glass door fridges are more prone to needing maintenance than domestic units do.
- Any client wishing to return a purchased unit with no legitimate reason. It is understood that the client has read our listing and knows all of the specifications in regards to **size, noise levels, condensation, power consumption and the correct environment suited for the fridge**. The cost to return is fully borne by the client as well as the initial cost of the delivery, plus a re-stocking fee of 10%. This strictly applies for a 14 day period from the date of the delivery.
- Any expenses resulting from defects to the unit caused by any person, other than BFA or its authorized service agents, including;
 - a) *Incorrect installation – such as a lack of ventilation, exposure to the elements.*
 - b) *Abuse, misuse or alteration.*
 - c) *Failure to let compressor oil and/or refrigerant settle after relocation.*
 - d) *Damage during movement by the client from one location to another including lifting the unit by the doors or door handles.*
 - e) *Act of god or his son.*
 - f) *Insect and/or vermin infestation.*
 - g) *Electrical/Power surges and/or storm damage.*
 - h) *Damage to any area or structure due to movement of the fridge, like wooden floors, walls and glass etc.*
 - i) *Faults due to client re programming or setting controllers wrong.*
 - j) *Blocked condensers due to not being cleaned, it is up to customer to ensure condensers are cleaned periodically, see www.cleanme.eu for relevant info on the type of units that need this.*

- Any indirect, incidental or consequential damages, spoiled wine or frozen drinks, water damage etc., except as provided for by the Trade Practices Act and Similar State and Territory Laws.
- Units used in 'moveable' vehicles (Cars, Vans, Buses etc.) will not be covered under any warranty at all.
- Fridges that do not come under our standard warranted lines, these will be clearly advertised with the warranty information directly pertaining to that product, and the purchase invoice will state the warranty.
- Fluorescent or LED lights, locks, ballast, rusted parts (including Stainless Steel), screws, nuts, and any plastic parts involving basic wear and tear.
- Labour if the technician has to travel outside of BFA's service area, or the mainland of Australia.
- Freight costs for repair if unit is outside the Bar Fridges Australia service agent areas, all major capital cities and towns are included but there are some rare remote areas we cannot service.
- Compensation/Claim in any form if the client hasn't read the listing correctly in regard to the fridge power draw, operation and noise levels. BFA has extensive product details and the consumer is obligated to make an informed decision based on our listings.

How to Obtain Service:

For assistance, there are 3 x ways below, all require **fridge model, serial number, date of purchase and a description of the problem**, please ensure you have as much info as possible to speed up process.

1. Go online at <http://www.bar-fridges-australia.com.au/warranty.html> and click "**Make A Warranty Claim Here**". This will take you through basic questions after you enter your registered email address.
2. Email service department directly on service@bar-fridges-australia.com.au.
3. Contact BFA Service Division direct on 1300 170640, 8:30am > 7pm Mon-Fri, 9am > 12pm Saturday.

There is **no guaranteed time limit for repairs** to be carried out due to the nature of refrigeration products and the technician time booking constraints, you must **allow 7-14 days** as a fair down time as refrigeration mechanics these days are very busy and jobs have to be booked in advance. Sometimes units will need to be arranged for return and repair, which can be time consuming. In saying all this, all warranty issues are regarded as 'urgent', and every effort will be made to have the problem rectified immediately.

In some cases to speed the process up where a job is considered a minor repair, the parts may be sent direct to the client and authorization will be given to make the repair themselves with the warranty not being voided. This is popular in situations like fan replacements, which are easy to swap, when the client is an actual tradesman or handy with a screwdriver.

Proof of Purchase:

It remains the customer's responsibility to establish proof of purchase for warranty purposes. Always retain your sales receipt as we need the invoice number and all details to verify your purchase date and the warranty period. Please register your warranty in the first instance to avoid delays and uncertainties with the model purchased and the parts required for any service or repair, again register warranty at <http://www.bar-fridges-australia.com.au/warranty.html>, go to '*Register Your Warranty Here*'.

Authorised Service Agents:

Service is provided by BFA and its' authorized service network of refrigeration mechanics Australia Wide. We attempt to cover all areas though certain remote areas can often translate to longer waiting periods. We don't allow for services outside of normal working hours, otherwise call out fees are applicable. ALL call outs have to be arranged and performed by approved BFA service technicians. Clients cannot arrange their own technicians without voiding the warranty.

Replacement Parts:

Parts will always be available at very reasonable prices after the warranty period is finished, unless a stock item becomes obsolete. In 99% of cases we carry parts of all previous and current items as it is very important to BFA to keep clients happy after the warranty period has expired.