



## **LIFETIME GUARANTEE**

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.

Meyer Cookware Australia Pty Ltd (“Meyer”) provides the following guarantee in relation to Prestige® (“the Product”).

The benefits of this guarantee are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this guarantee is to be interpreted as excluding, restricting or modifying and State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

## **GUARANTEE**

Meyer guarantees that, subject to the exclusions and limitations below, the Product will be free from defects in materials and workmanship under normal domestic household use for the lifetime of the Product. The guarantee period commences on the date of sale by the original retailer to the original purchaser. The lifetime guarantee applies only while the Product is owned by the original purchaser.

Use of the Product in a commercial capacity will void this Lifetime Guarantee.

If a defect appears in the Product before the end of the guarantee period and Meyer finds the Product to be defective in materials or workmanship, Meyer will, in its sole discretion either:

- a) repair the Product using identical components; or
- b) replace the Product with a product comparable in quality and value.

Meyer reserves the right to replace defective parts of the Product with parts and components of similar quality, grade and composition where an identical part of component is not available.

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

Meyer reserves the right to change or discontinue its product ranges at any time without notice and without liability.

## **GUARANTEE CLAIMS**

Any claims for guarantee should be made with proof of purchase and full details of the alleged defect, to Meyer Cookware Australia Pty Ltd:

Meyer Cookware Australia Pty Ltd.

Customer Service Department

Reply Paid 85097

Croydon South VIC 3136

To ensure the validity of your guarantee please retain proof of purchase and register the purchase with Meyer online or alternatively via mail. The customer must make the Product available to Meyer or its authorised repair agent for inspection and testing.

## **LIMITATIONS**

Meyer makes no express warranties or representations other than set out in this Guarantee. The repair or replacement of the Product, or the refund of the purchase price of the Product, is the absolute limit of Meyer's liability under this Express Guarantee.

## **EXCLUSIONS**

This guarantee does not apply where:

- a) the damage to or defect in the Product is caused by normal wear and tear;
- b) the Product has been on-sold or assigned by the original purchaser;
- c) the Product has been used for commercial purposes;
- d) the Product has been used for purposes other than the purpose for which it was designed;
- e) the Product has been repaired by someone other than Meyer or an authorised repairer
- f) of Meyer;
- g) the Product has been subject to abnormal conditions, whether of temperature, water,
- h) humidity, pressure, stress or similar;
- i) corrosive or abrasive material has been applied to the Product;
- j) the defect in the Product has arisen due to the original purchaser's failure to properly
- k) maintain or use the Product in accordance with the Use and Care Instructions specified by
- l) Meyer; or the Product has been misused, abused, neglected or involved in an accident.

This guarantee does not cover scratches, stains, discoloration or damage caused by overheating.

## **CONTACT**

If you have any queries regarding this product please contact:

Customer Service Department

Meyer Cookware Australia Pty Ltd

1-19 Merrindale Drive

Croydon South VIC 3136

PH: (03) 9761 5655

EMAIL: [service@meyerau.com.au](mailto:service@meyerau.com.au)

WEB: [www.prestigecookware.com.au](http://www.prestigecookware.com.au)