



### 24 Months Repair / Replacement Guarantee

Derby Products guarantees their product against faults caused by defective materials to the original purchaser for a period of 24 months from the date of purchase.

During the guarantee period, Derby Products will pay for the cost of repairs and provide the defective component or accessory. Derby reserves the right to make minor repairs instead of replacing the product, component, or accessory. In the event of a component or accessory being replaced during the guarantee period, the guarantee on the replacement will expire 24 months from the original purchase date of the entire product.

All models must be installed by a registered electrical contractor and must be wired in accordance with our wiring instructions. This warranty becomes void if the heater is serviced, repaired, or altered by anyone other than a licensed electrician and/or non approved parts have been used.

#### **Exclusions**

This guarantee excludes travel or freight costs incurred and any defects or damage to the product caused by the following

- \* not being used in accordance with instructions
- \* accidental damage or misuse
- \* installation or tampering with the product by unlicensed or unauthorised persons
- \* non approved/non original parts substituted
- \* any occurrence causing damage to the product that are out of the control of Derby Products (including but not limited to electrical surges/faults).

#### **Customers Responsibilities**

Please ensure all fields are completed below and

- \* attach your receipt as proof of purchase.
- \* email a copy of completed warranty and receipt to [sales@derbyproducts.com.au](mailto:sales@derbyproducts.com.au) and retain for your own records.
- \* If a failure or fault occurs to the product all requests require proof of purchase, please contact the place of purchase for advice and provide a copy of this form and original receipt.

PURCHASE DETAILS	
<u>Date of Purchase:</u>	
<u>Product Code:</u>	
<u>Product Serial Number:</u>	
<u>Company Purchased From:</u>	
<u>Company Phone:</u>	
<u>Company Email:</u>	

INSTALLATION DETAILS	
<u>Date Installed:</u>	
<u>Company Installed By:</u>	
<u>Company Phone:</u>	
<u>Company Email:</u>	
<u>Installer Name:</u>	
<u>Installer Electrical License number:</u>	
<u>Installer Signature:</u> (installed in compliance with manufacturer instructions)	

The benefits conferred by this warranty are in addition to all other rights and remedies which the consumer has under the Trade Practices Act and other legislation.

**clean warmth... in perfect design**