

Certificate of Warranty

Subject to the following conditions, Greenplate Pty Ltd or its approved contractors undertakes to carry out any necessary repairs on a consumer product without charge for parts and labour during the period specified herein commencing from the date of commissioning of the system. The warranties offered by Greenplate Pty Ltd are in addition to all other rights available to the customer under any applicable statute.

Smart BBQ Management System Electronics - 2 year full parts and labour replacement warranty

Terms and Conditions of Warranty

1. The Warranty only applies to a defect in design, materials, installation of Greenplate Smart Barbecue Management System by Greenplate, supplied by Greenplate and purchased in Australia, provided that the product:
 - ☐ *Has been used in accordance with the manufacturer's instructions contained in the operation instructions.*
 - ☐ *Has not been damaged by an accident or subjected to misuse, neglect or abuse.*
 - ☐ *Has not been damaged or destroyed through the use of an accessory, component or item of equipment not supplied by Greenplate Pty Ltd this includes the changing of network carriers without prior written approval from Greenplate.*
 - ☐ *Has not been damaged or destroyed by storm, fire, flood, vandalism, Acts of God, earth, war, vermin or foreign matter.*
 - ☐ *Has not been tampered with or repaired by anyone other than authorised Greenplate service personnel.*
2. The warranty does not extend to damage or deterioration to the Greenplate Smart Barbecue Management System caused by corrosive atmospheric conditions (including sea salt).
3. Greenplate is not responsible for incidental or consequential damages of any kind, including but not limited to lost profits, downtime, goodwill or damage to equipment or property
4. The customer must report all faults at the earliest instance.
5. Greenplate Pty Ltd reserves all rights to repair or replace any faulty components.
6. If service inspection reveals that the unit is in good order and working condition and the alleged fault is caused by incorrect operation, the party requesting the service shall be liable for the service fee charged by Greenplate or its authorised service personnel.
7. Subject to any warranties implied by statute, at no time will Greenplate be liable for any economic loss consequent upon the failure of the product.
8. Greenplate Pty Ltd warranty does not cover mileage, travelling time or any afterhours charges or costs, unless prior arrangements have been approved in writing.

Procedure to Initiate Warranty

- ☐ *ADVISE GREENPLATE PTY LTD of the suspected problem and location*
- ☐ *OBTAIN an Official Order Number from GREENPLATE PTY LTD to cover labour costs which may be incurred;*
- ☐ *ANY PARTS required will be forwarded to you on a GREENPLATE PTY LTD invoice;*
- ☐ *THE FAULTY PARTS are to be returned to GREENPLATE PTY LTD within 14 days, stating the problem, serial number, location and date of purchase details;*
- ☐ *A CREDIT OR REPLACEMENT will be issued upon receipt of faulty parts;*

All data is stored in accordance with the current Australian Privacy Act and Telecommunications Act.
Please note: All repairs are to be carried out by **Qualified Personnel Only**. Warranty void by unauthorized repairs.

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