

Terms & Conditions Greenplate Extended Warranty Offer

Warranty Coverage Overview

1

The Greenplate Extended Warranty provides additional coverage on parts beyond the standard warranty period, based on the number of BBQ plates ordered per financial year:

Number of BBQ Plates Ordered (Per Financial Year) Warranty Coverage	
0 – 4 Plates	Standard Greenplate Warranty Only
5 – 12 Plates	Standard Warranty + 1 Extra Year on Parts
13+ Plates	Standard Warranty + 2 Extra Years on Parts

Note: The Extended Warranty applies only to the supply of replacement parts and does not cover labour, travel, or any other associated costs.

Eligibility Criteria

2

To be eligible for the Extended Warranty, all of the following conditions must be met:

- ☐ The BBQ units must be purchased directly from Greenplate or an authorised distributor.
- ☐ The total quantity of plates ordered must fall within the tiers listed above per financial year (July 1 – June 30).
- ☐ Installation and use of the BBQs must comply with Greenplate's guidelines, including correct installation by a licensed electrician and regular maintenance.
- ☐ The BBQs must be installed in private or semi-private, supervised areas, such as:
 - o Holiday parks
 - o Hotels and motels
 - o Caravan parks
 - o Staff-only or gated facilities
 - o Other locations where the BBQ is not freely accessible to the general public

Exclusions and Limitations

3

This Extended Warranty does not apply in the following circumstances:

- ☐ Use or installation of the BBQ in public open spaces, including:
 - o Public reserves
 - o Public parks
 - o Beaches
 - o Streetscapes
 - o Any location where the BBQ is unsupervised or subject to vandalism

- ☐ *Failure to follow Greenplate's maintenance recommendations.*
- ☐ *Misuse, vandalism, neglect, weather damage or unauthorised modifications.*
- ☐ *Any fault or damage arising from the installation not being completed in accordance with Australian Standards or local regulations.*

Warranty Claim Process

To make a claim under the Extended Warranty:

- 1. The Customer must contact Greenplate within the warranty period.*
- 2. Provide proof of purchase and serial numbers.*
- 3. Supply details of the fault or defective part(s), including photos where applicable.*
- 4. Greenplate will assess the claim and, if approved, dispatch replacement part(s) at no cost to the Customer.*

Important: The Customer is responsible for arranging and paying for:

- ☐ *Labour to replace parts*
- ☐ *Freight for returning defective parts (if requested)*
- ☐ *Any additional on-site service costs*

General Conditions

- ☐ *Greenplate reserves the right to revise or cancel the Extended Warranty Program at any time.*
- ☐ *Warranty extensions apply from the date of the original purchase – they do not extend the entire product warranty period but only apply to part replacement eligibility.*
- ☐ *This Extended Warranty is non-transferable and applies only to the original purchaser or site of installation.*

For full installation, usage, and care instructions, please refer to Greenplate's official documentation and user manuals, available at: www.greenplate.com.au

For warranty support or enquiries, please contact Greenplate Customer Service:

✉ info@greenplate.com.au | ☎ 07 3245 3008