

335-337 WOODPARK ROAD, SMITHFIELD NSW 2164 AUSTRALIA
P.O. BOX 6667, WETHERILL PARK NSW 2164 AUSTRALIA
PH: 61 2 9765 8118 FAX: 61 2 9765 8185

WARRANTY REPLACEMENT PROCEDURE – MICROWAVE OVENS

- The customer/ end-user shall provide the following information when reporting a faulty product/ appliance
 1. Name, address and phone number of the end-user.
 2. Model & Serial Number, MFG Code of product (obtained from the product data plate/ compliance sticker)
 3. Proof of Purchase (copy of purchase receipt)
 4. Place of purchase
 5. Brief description of fault

- The customer / end-users' details are logged in the system, a Service call Number (SCN) generated and the following process adhered to:
 1. The Technical Coordinator makes a phone call to the customer/ end-user to discuss and obtain more details of the issue/ fault reported or provide advice on how to use the product correctly.
 2. The Technical Coordinator then evaluates the problem and a decision is made whether to proceed with replacing the product as it is deemed to be faulty or advise the customer/ end-user to continue using the product as instructed.
 3. Based on availability of the product in the TECO warehouses, the Technical Coordinator will organise to despatch a replacement product direct to customer/ end-user's premises or advise the customer/ end-user to return the product to the place of purchase and obtain a replacement or store credit.
 - 4. If a faulty product is returned to the retail store by the customer/ end-user, the retail store must obtain prior approval and an SCN number from TECO Australia's Service Dept. by calling 1300 660 037 before proceeding to replace the product.**
 5. TECO Service Dept. staff will follow-up with the customer/ end-user to confirm that the product is operating satisfactorily, as per TECO's ISO 9001 Quality Assurance and audit requirements if the customer/ end-user obtains a TECO replacement.
 6. TECO Australia does not provide warranty for glass cook plates, light globes, glass doors, cabinet parts, batteries or filters.
 7. TECO Australia will not provide warranty if the product is being used for purposes other than which the product was intended to.



AUSTRALIA PTY LTD

ABN 77 002 595 388

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8. TECO Australia will not cover any costs associated with the transport of the product to and from the customer/ end-user's premises to an authorised Service Agent or Retail Store if found faulty.

9. TECO Australia will send out technicians from time to time to carry out inspections at the retail store on faulty TECO products prior to approving credit claims.

For all Warranty Service Requests, please call 1300 660 037 or email had.service@teco.com.au with the Service Request Form duly filled in.