

# 7 YEAR WARRANTY REDEMPTION FORM

Please complete this form in BLOCK LETTERS. Terms & conditions available on rear or at <https://www.teco.com.au/Customer-Service/Warranty-Cards/Redemption>

Return the completed form to:

**TECO AUSTRALIA PTY. LTD.**

**Designer Series 7 Year Warranty Redemption**

**PO Box 6667, Wetherill Park NSW 2164**

Fax: **(02) 9765 8185**

Email: **had.service@teco.com.au**

Web: **www.teco.com.au**

Title: ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other \_\_\_\_\_

Last name : \_\_\_\_\_

First name : \_\_\_\_\_

Street / Apartment / Unit No. : \_\_\_\_\_

Street Name : \_\_\_\_\_

Suburb : \_\_\_\_\_

State : \_\_\_\_\_ Postcode : \_\_\_\_\_

Telephone / Mobile : \_\_\_\_\_

Email : \_\_\_\_\_

Purchased from : \_\_\_\_\_

Purchase date : \_\_\_\_\_

Invoice / Receipt No.: \_\_\_\_\_

Installation Date : \_\_\_\_\_

Installer / Company Name : \_\_\_\_\_

Installer Contact : \_\_\_\_\_

Installer Name : \_\_\_\_\_

Installer Refrigerant Lic. No. (RHL) : \_\_\_\_\_

Purchasing Authority No. (AU) : \_\_\_\_\_

TECO model no. : \_\_\_\_\_

MFG Code (Indoor unit) : \_\_\_\_\_

MFG Code (Outdoor unit) : \_\_\_\_\_

Serial no. (Indoor unit) : \_\_\_\_\_

Serial no. (Outdoor unit) : \_\_\_\_\_

I have read and agree to the Terms & Conditions  
(Please refer to the T&C's on reverse) ☐ **Yes**

I give TECO Australia Pty. Ltd. permission to retain my  
personal information for the purposes of the warranty  
of the TECO product mentioned on this form. ☐ **Yes**

**NOTE:** Assistance with this form can be obtained by  
contacting TECO Head Office Service and Spare Parts  
on 1800 898 458 or email [had.service@teco.com.au](mailto:had.service@teco.com.au)  
(8:30am ~ 4:00pm Mon to Fri AEST).

## OFFICE USE ONLY

### APPROVED BY

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### ENTERED BY

Name: \_\_\_\_\_

Dispatch REF.: \_\_\_\_\_

## ELIGIBLE TECO MODEL NUMBERS

Designer Series DC Inverter Type Split System

TWS-TSO25HVFA & TWS-TSO70HVFA

## 7 YEAR WARRANTY REDEMPTION TERMS & CONDITIONS

1. "Participant, you or your" means an end-purchaser who is a resident of a Designated Country and purchases a product from a participating TECO Authorized Reseller during the Promotional Period.
2. 'TECO Authorized Reseller' means any TECO Authorized Retail Channel Partner or Contractor.
3. "Designated Country" : Australia.
4. "Purchase" is defined as a fully paid Eligible Product, with zero balance owing.
5. "Eligible Product" means the following: Selected TECO wall mounted split systems. See Eligible model numbers below.
6. Eligible Model Numbers: TWS-TSO25HVFA and TWS-TSO70HVFA.
7. "Promotion Period" means: 1st May 2019 to 31st August 2019 (dates are inclusive) AEST.
8. "TECO, we, us, our" means TECO (Australia) Pty Ltd ABN 56 099 065 906 of 335-337 Woodpark Road, Smithfield, NSW 2165.
9. "Valid Tax Invoice" or "Proof of Purchase" means a receipted tax invoice from the TECO Authorized Reseller to the Participant that meets the requirements of the "Designated Country's" relevant tax legislation.
10. Data collected on the extended warranty form, forms part of these terms and conditions.
11. These terms and conditions for the extended warranty are in addition to and not in place of our warranty for consumer product document (card) available from the TECO website.
- 11a) You must within thirty (30) days of installation of an Eligible Product from a TECO Authorized reseller :
- 11b) Complete and submit an official online redemption form on the TECO website (<http://www.teco.com.au/wcf>) or contact us on 1300 660 037 to obtain a hard copy of the redemption form, if you cannot access the above website and lodged by certified mail.
- 11c) Please certify that you are the owner of the Eligible Product and it is not owned by another party who may have legal claim to the redemption. We reserve the right to refuse any claim if the Eligible Product purchased is returned to us for any reason.
12. It is your responsibility to ensure that the information provided is correct and accurate in the claim form. We will not be liable in any way if benefits or promotions or redemptions are unavailable as a result of a technical malfunction, operator fault, errors resulting from computer hardware or software errors or failure.
13. The warranty certificate will be issued to the Participant named on the redemption form (which must match the entity).
14. TECO does not accept responsibility for late, lost or misdirected mail.
15. Please allow approximately 55 working days for processing of your warranty redemption from the date we receive your documents.
16. Other TECO products and accessories are not included as part of the Warranty Program unless otherwise defined as an Eligible Product. The redemption offer is not available for products sold in conjunction with any other promotion or as a promotional product bundle.
17. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Australian Consumer Law (ACL).
18. Purchases must be from any participating TECO Authorized Reseller.
19. Purchases by registered builders or residential developers and other parties are excluded from this promotion and will be ineligible if submitted. However, owners of an eligible product are able to lodge the redemption form if the product was purchased during the promotional period.
20. Purchases must only be for domestic and residential use and exclude commercial applications.
21. Installation of the Eligible Product must be carried out by an appropriately licensed installer whose license details must be provided.
22. All other warranty terms, conditions and exclusions as stipulated in our domestic warranty card available from the TECO website (<http://www.teco.com.au/warranty-cards>) or contacting us on 1300 660 037 to obtain a hard copy.
23. Our decision on all matters pertaining to this promotion is final and no correspondence will be entered into, except as otherwise stated in these terms and conditions or as applicable according to the ACL.
24. These terms and conditions shall be governed by and construed in accordance with the laws in force in Australia.
25. Privacy policy statement is available online from <https://www.teco.com.au/information/privacy>



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