Cuisinart®

WARRANTY POLICY **Last Updated 1st June 2009**

Brand new item with fault:

Option 1: Consumer should take faulty item back to place of purchase for immediate replacement

Option 2: Consumer should send faulty item back to

Cuisinart Australia
Reply Paid 1115
Pymble BC NSW 2073
Att: Cuisinart Returns

OR

Cuisinart New Zealand
PO BOX 102025
North Shore Mail Centre
Att: Cuisinart Returns

Once the product has been deemed faulty, a replacement item will be sent directly to the consumer at NO CHARGE.

Option 2 will not have any postage costs to the consumer. Consumer **MUST provide full Contact and Address** details and ensure secure packaging.

Option 3: Consumer can call the Cuisinart Toll Free number:

Australia 1800 808 971
New Zealand 0800 435 000

Our friendly customer service staff will advise of best course of action

Option 4: Consumer can contact Cuisinart Australia/NZ via email through the **'Contact Us'** option on this website.
A company representative will address any enquiries.

Fault Within Warranty Period:

Consumer can use any of the above options. The same conditions apply.

Cuisinart offer a full product replacement policy if electrical componentry or motors fail within set warranty periods.

*Please note that entire units will NOT be replaced if only a certain part is damaged or faulty.
These faults in most instances can be identified over the phone by the Cuisinart Consumer Service representative.
If a spare part is required, under warranty, it will be shipped to the consumer or retailer at NO CHARGE.

Cuisinart offer a comprehensive Spare Part listing for the majority of products. Please see **'Replacement Parts'**.

*All parties should ensure that a proof of purchase is shown or proven, or that the Cuisinart Product and Warranty Registration Certificate has been completed and sent to the Cuisinart offices either by hard copy or by the '**Product Registration'** facility on this website.

Fault Outside of Warranty: Period

Please note: Cuisinart Australia/NZ do not carry internal componentry for any of their products ie; motors, circuit boards etc. If they were to fail outside of the generous warranty periods, the consumer will be required to purchase a new product.

Older Models: Cuisinart Australia/NZ can **not** supply spare parts for older models that have either been discontinued or that are not available for sale currently in their respective markets.

Spare Parts required by the consumer outside of any Warranty period must be prepaid for by credit card, direct deposit or cheque prior to the goods being shipped.

Spare Parts required by the retailer will be charged to their normal accounts.