

# PRODUCT WARRANTY

**Southern Stainless Pty Ltd**

ABN 67 073 737 612

39 Notar Drive, Ormeau, Qld 4208

PO Box 538, Ormeau, Qld 4208

Phone: 07 5549 0560 Email: [sales@southernstainless.com.au](mailto:sales@southernstainless.com.au)

**NAME:**

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**ADDRESS:**

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**PHONE:**

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**SERIES:**

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**SERIAL NUMBER:**

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**DATE PURCHASED:**

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**NAME OF DEALER:**

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This card must be detached, completed and sent with proof of purchase to  
PO Box 538, Ormeau, Qld 4208  
for the warranty to be valid.



**SOUTHERN  
STAINLESS**  
ARTISANS IN METAL



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## CONDITIONS OF WARRANTY

This booklet outlines the product warranties for Southern Stainless Pty Ltd and *Cookout*<sup>™</sup> barbecues and appliances. It is an important document and should be kept in a safe place. This warranty is in addition to other rights you may have under the Australian Consumer Law.

**In Australia:** Goods provided by Southern Stainless Pty Ltd in Australia come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. 'Acceptable quality' and 'major failure' have the same meaning as defined in the Australian Consumer Law.

**In New Zealand:** In New Zealand, products are supplied with a guarantee by Southern Stainless Pty Ltd pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act. Where the appliance was purchased in New Zealand for commercial purposes the Consumer Guarantees Act does not apply.

We provide ongoing service and support Australia wide. All our products and appliances are covered by a **10-year structural warranty** and **12-month warranty on parts**.

This warranty only applies to new appliances. Southern Stainless Pty Ltd guarantees that all Southern Stainless Pty Ltd and *Cookout*<sup>™</sup> barbecues and appliances purchased from authorised dealers throughout Australia are free from defects, although slight imperfections may occur due to the hand-crafted nature of our products. Any apparent fault will be rectified free of charge within a period of 10 years (structural) or 12 months (parts) from the date of purchase, provided that:

- The customer produces the original invoice or other documents as proof of purchase date.
- All costs of installation, cartage, freight, travelling mileage expenses and insurance are met by the claimant.
- The equipment has been installed correctly and is used in accordance with the Southern Stainless Pty Ltd or *Cookout*<sup>™</sup> user instructions issued with the product.

To make a claim under this warranty, please:

- Check the instruction manual for correct operating instructions.
- Check the terms of this warranty.
- Have the model number and serial number of the appliance available.
- Have proof of purchase available.
- Phone or email to arrange for the appliance to be returned (see next page for details).

## WARRANTY EXCLUSIONS

Southern Stainless Pty Ltd is liable only for claims due to faulty or defective parts or workmanship.

This warranty does not cover:

- Batteries, filters or other perishable parts.
- Parts or modifications not supplied by Southern Stainless Pty Ltd.
- Superficial damage not affecting the operation of the appliance.
- Damage caused by:
  - Overload, dropping or abusive treatment.
  - Failure to properly maintain and service the appliance.
  - Servicing or repair works carried out by anyone not authorised by Southern Stainless Pty Ltd.
  - Power surges, storm damage or damage due to incorrect power supply.
  - Incorrect or inappropriate operation.
  - Normal wear and tear.
- Use of the appliance for purposes other than that for which it was intended.

Southern Stainless Pty Ltd and its authorised dealers will not be liable for any consequential loss or damage whatsoever or howsoever arisen.

These conditions may only be varied with the written approval of the Director of Southern Stainless Pty Ltd.

## CONTACT US

This appliance is proudly manufactured in Australia on the Gold Coast by Southern Stainless Pty Ltd.



Cookout BBQ's are proudly manufactured by:

**SOUTHERN STAINLESS PTY LTD**

39 Notar Drive, Ormeau QLD 4208

PO Box 538, Ormeau QLD 4208

+61 7 5549 0560

sales@southernstainless.com.au

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