

THE MASPORT EXPRESS WARRANTY PELLET FIRES

Masport warrants to the purchaser, subject to the following conditions and limitations, that the Masport Pellet fire is free from defects in material or workmanship. This warranty is effective for the following periods from the date of original purchase.

All Steel parts except Fire Pot and Baffle	Parts 5 years	Labour 5 years
Fire Pot and Baffles	1 year	1 year
All other parts	1 year	1 year

All claims must be received by Masport during the term of this Express warranty. Masport's obligation under this express warranty is the repair or replacement, at its option, by an approved Masport Service Agent of any part found to be defective in material or workmanship. Labour costs involved in the repair or replacement are also covered.

The decision to repair or replace defective parts will be made by Masport and actioned by an approved Masport Service Agent.

Except as expressly provided in the New Zealand Consumer Guarantees Act 1993, the Australian Trade Practices Act 1974, or protection provided by the laws of the place, state or country of Purchase, this Express Warranty is personal to the purchaser.

This Warranty does not cover:

1. Paint inside firebox.
2. Any consequential, indirect or special damages of any nature whatever nor for any loss of profits, economic loss or any similar form of damage, unless required under the Consumer Guarantees Act 1993.
3. Defects, malfunctions or failures caused by incorrect installation, normal wear and tear, misuse, neglect, accidental damage or failure to follow the fuel selection and product operating and maintenance instructions, or resulting from repairs or modifications to the equipment carried out by unauthorised persons. Information as to the use, servicing, and maintenance of this Pellet Fires is set out in the Operator's Manual. Masport has no responsibility for any representations concerning the Pellet Fires not authorised by it and bearing the Masport name.
4. Defects, malfunctions or failures caused by an act or omission of other persons after the product has left Masport's control.
5. The costs of collection and delivery of the equipment. Except as required under the Consumer Guarantees Act 1993.

Consumer Guarantees Note:

Except as set out in this Express Warranty, Masport shall have no other liability to any party with respect to the Masport Woodfires (for negligence or otherwise), and all conditions and warranties implied by law, custom or otherwise are excluded, except, in each case, as required by law. Any rights which a purchaser has under the New Zealand Consumer Guarantees Act 1993 or the Australian Trade Practices Act 1974 apply in addition to the rights the purchaser has under this Express Warranty, and nothing in this Express Warranty limits or affects the purchaser's rights and remedies under these Acts or any consumer legislation of the place, state or country of purchase. Masport only warrants that facilities will be available for the repair of the Woodfire, and spare parts for the Woodfire will be available, for the period of this Express Warranty, and no longer.

How to Obtain Warranty Service:

1. Warranty Claims must be made at the place of purchase.
2. Should the need for a warranty claim arise, reasonable proof of purchase date is required. You should keep your purchase receipt.
3. Warranty repair will be completed according to normal work practices of the Servicing Agent.
4. Make the faulty part(s) available for inspection by Masport so that the validity of the claim can be established by them.

MASPORT WARRANTY REGISTRATION PELLET FIRES

Thank you for purchasing a Masport product. We ask you to complete the following information and return to the Masport Warranty Registration Department.

Mr/Mrs/Miss/Ms Name: _____

Address: _____

Postcode: _____

Telephone: _____

Fax: _____

Email: _____

Model: _____ Serial Number: _____

Retailer: _____ Purchase Date: _____

Price: _____

We want to continue providing you with products that will make you choose Masport again in the future. Please take a moment to complete the following.
Please comment on:

The general packaging presentation and condition.

Documentation.

Do you currently own any other Masport products? Yes / No

If so What? _____

Why did you decide on Masport?

Are all the loose parts in the box? Yes / No

General Impression and other comments.

Privacy Act Notice:

The owner named on the Warranty Registration consents and agrees that Masport may retain and use the information in this Warranty Card, including details about the owner, for marketing and development purposes. The owner also agrees that Masport may also share such information for the same purposes with [intended recipients of such information]. In accordance with the New Zealand Privacy Act 1993 and the Australian Privacy Act 1988, the owner shall have the right to request the correction of, as well as inspect, all personal information held by Masport on that owner.

Pellet Fires

OWNER'S WARRANTY

Important: For all Pellet Fires, please read the Owner Manual and this Express Warranty before using the product. This Express Warranty does not cover damage due to misuse or failure to follow the operating and installation instructions.

IMPORTANT

Please mail this completed form to your Masport Warranty Registration Department at address below

**AFFIX
STAMP
HERE**

Masport Heating Warranty Registration Department

NEW ZEALAND

Glen Dimplex Australasia Ltd
P.O. Box 58-473
Greenmount, Manukau 2141

AUSTRALIA

Glen Dimplex Australia Pty Ltd
Unit 2, 205 Abbots Road
Dandenong South, Victoria 3175