

Platinum Service terms and conditions

Electrolux Platinum Service is a free premium offering designed for your peace of mind. If your product fails during the warranty period due to manufacturing issues, Electrolux will pick up the faulty product from your home and replace it with a brand new model (or similar, if that model is not available) - direct to your door. There is no need to take the product back to your local store or wait extensive periods to get the product repaired.

All you need to do is register your product upon purchase and call the Electrolux Platinum Service line on 1300 365 305 to make the necessary arrangements.

Platinum Service terms and conditions:

1. Electrolux Platinum Service is valid on UltraFlex™ models ZUF4201OR, ZUF4301OR, ZUF4202EU, ZUF4203PET, ZUF4303PET, ZUF4205AF, ZUF4305AF, ZUF4207ACT, ZUF4307ACT, and ZUFG4201OR, UltraOne™ models ZUO9923PT, ZUO9925P and ZUOG9928PT, UltraPower® model ZB5022, Ergorapido™ models ZB3103, ZB3104, ZB3107, ZB3113, ZB3114, ZB3111B, ZB3116AK, ZB3112AKB, ZB3116AK, ZB3117G, ZB3230P, SilentPerformer™ ZSPG4301, ZSP4303PET, ZSP4304PP, UltraSilencer™ models ZUS4065OR, ZUS4065PET, PowerForce models ZPFG2300, ZPF2300T, ZPF2310T, ZPF2320TP and Masterpiece Collection™ models ESTM9804S, ESTM9804C, EBR9804S, EBR9804C, EFP9804S and EFP9804C.
2. To be eligible for the product replacement consumers must register their product at www.electrolux.com.au/support or by calling 1300 165 305.
3. Platinum Service phone line 1300 365 305 service hours are Mon-Fri 8am - 7pm and Sat-Sun 10am - 3pm.
4. Platinum Service product replacements are only valid during the initial 2 years post purchase.
5. Platinum Service only applies to products purchased in Australia.
6. Proof of purchase is required to apply for the Platinum Service product replacement.
7. You may not make a claim under the Platinum Service unless the defect claimed is due to faulty or defective parts or workmanship. Electrolux is not liable in the following situations (which are not exhaustive):
 - (a) the product is damaged by:
 - (i) accident
 - (ii) misuse or abuse, including failure to properly maintain or service
 - (iii) normal wear and tear including without limitation attachments and their components
 - (iv) power surges, electrical storm damage or incorrect power supply
 - (v) incomplete or improper installation
 - (vi) incorrect, improper or inappropriate operation
 - (vii) insect or vermin infestation
 - (viii) failure to comply with any additional instructions supplied with the Appliance;
 - (ix) suction of any liquids or building materials (including plaster or concrete dust)
 - (b) the product is modified without authority from Electrolux in writing;
 - (c) the product's serial number or warranty seal has been removed or defaced;
 - (d) the product was serviced or repaired by anyone other than Electrolux, an authorised repairer or ASC.
8. Batteries supplied with your Appliance are a consumable item. Unless the Battery is shown to be defective, when used under normal conditions, Electrolux warrants Batteries supplied with your purchase pursuant to point 7. Reduction in Battery runtime due to Battery age or use is considered

normal and is not a defect and is not covered by warranty or Platinum Service. Platinum Service Battery replacements will only come into effect should the battery fail due to a manufacturing fault within the initial 2 years post purchase.

9. Our goods 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 fault.