

BROMIC HEATING TUNGSTEN ELECTRIC ELEMENT LIFETIME WARRANTY

Bromic Pty Limited trading as 'Bromic Heating (Bromic) warrants to the original purchaser (the Purchaser) of this Bromic Heating Tungsten Electric Element product (Bromic Heating Tungsten Electric Element) that the Bromic Heating Tungsten Electric Element will be free from defects or faults in materials and/or workmanship for its intended lifetime – that is, seven (7) years from the date of purchase (the Lifetime Warranty Period).

WARRANTY CONDITIONS

1. Subject to the following conditions, if a defect or fault in materials or workmanship is found during the Lifetime Warranty Period, Bromic will, at its election, replace or repair the Bromic Heating Tungsten Electric Heater Element without charge to the Purchaser.
- 1.1 Any repairs are to be carried out by a service agent authorised by Bromic. Details of authorised service agents are available from Bromic and/or may be found in the Bromic Heating Tungsten Electric product manual.
- 1.2 The Purchaser must retain the original receipt and produce it (or copy) to Bromic at the time of making a claim under this Warranty.
- 1.3 The Purchaser must report any potential fault and/or defect to Bromic as soon as possible after discovery of the potential fault and/or defect and cease using the Bromic Heating Tungsten Electric Heater.
- 1.4 The requirement for repair or replacement of the Bromic Heating Tungsten Electric Element must have arisen solely from faulty and/or defective materials and/or workmanship and must not be due to misuse, neglect, accident, improper installation, unauthorised modification, unauthorised attempted repair, or other abuse which, in the reasonable opinion of Bromic, was caused by the Purchaser or any agent or employee of the Purchaser.
- 1.5 Bromic is not liable for any transport costs incurred in connection with a warranty investigation or service of the Bromic Heating Tungsten Electric Element within the Lifetime Warranty Period including for the return of a repaired or replacement Bromic Heating Tungsten Electric Element (or any other costs you incur in making a claim under the Warranty).
- 1.6 Bromic is not liable for any incidental or consequential loss or damage arising from any cause whatsoever including but not limited to loss or damage arising from misuse of the Heating Tungsten Electric Element, neglect, accident, improper installation, unauthorised modification, unauthorised attempted repair, failure to comply with the Bromic Heating Tungsten Electric product manual and/or markings on the Bromic Heating Tungsten Electric and/or any cause independent of human control that occurs after the Bromic Heating Tungsten Electric has left the control of Bromic.

HOW TO MAKE A WARRANTY CLAIM:

2. To make a valid claim under this Warranty, you must:
 - 2.1 Contact the place of purchase as soon as possible after discovery of a potential defect and/or fault with the Bromic Heating Tungsten Electric Element and return the element to the place of purchase with a confirmed register receipt or invoice clearly showing the date of purchase; or
 - 2.2 Contact Bromic's Head Office as soon as possible after discovery of a potential defect and/or fault with the Bromic Heating Tungsten Electric Element by telephoning 1800 301 1293 (within US) or sending a fax to (858) 346-1388 to obtain details of your local authorised Bromic service agent so that you can arrange for the Bromic Heating Tungsten Electric Heater to be tested and/or serviced by an authorised Bromic service agent. You will need to provide the Bromic service agent with a confirmed register receipt or invoice clearly showing the date of purchase together with the Bromic Heating Tungsten Electric Element the subject of the Warranty claim. Alternatively, warranty enquiries can be directed to Bromic's Head Office via its postal address - 100 Spectrum Center Dr, Suite 900, Irvine, CA 92618 United States
 - 2.3 Provide Bromic with any further information when requested.

If you have any queries, please contact Bromic on 1800 301 1293 for further information.