

# Warranty Policy

## Products & Consumer Guarantees

The BBQ Store Pty Ltd | ABN: 62 147 926 305 | ACN: 147 926 305

**NOTICE:** This page is a summary. For the complete statement of The BBQ Store's warranty policy - including exclusions, after-sales service procedures and the interaction with your ACL rights - please refer to Section 9 of our Terms & Conditions of Sale. In the event of any inconsistency, the Terms & Conditions prevail.

The BBQ Store Pty Ltd's warranty policy is made in accordance with the Australian Consumer Law (ACL) and our Terms & Conditions. At The BBQ Store, we take pride in providing high-quality products to our customers. Let us give you peace of mind, so you can get to grilling, smoking and searing on your brand new barbecue!

## Manufacturer's Warranty

Unless otherwise stated on the product listing, our products carry the following warranty against defects in materials and workmanship:

- Consumer (domestic) use: 12 months from the date of purchase; and
- Commercial use: 3 months from the date of purchase.

This warranty is provided in addition to, and does not limit, your rights under the ACL consumer guarantees.

## What the Warranty Covers

This warranty covers defects in materials and workmanship that arise under normal use and conditions of the product.

## What the Warranty Does Not Cover

- Damage caused by misuse, accident, neglect or failure to follow the product instructions;
- Normal wear and tear;
- Damage caused by unauthorised modification or repair;
- Cosmetic damage; or
- Consumable parts (such as batteries) unless damaged by a defect.

## After-Sales Service - Before You Return

Our products are built to the highest standards and are checked and tested before dispatch. If your unit fails to operate, please follow these steps before returning it:

- Check that the instructions have been followed correctly; and
- Check that the battery, motor or mains power supply is working.

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If the product still does not operate after these checks, proceed with the warranty return process below.

## Warranty Return Process

If the product is inoperative after completing the checks above, please:

- Pack the item carefully, preferably in its original carton. Ensure the unit is clean.
- Include the following information with your return:
  - Your name and postal address;
  - The reason you are returning the item;
  - Proof of purchase (e.g. receipt or invoice) showing the date and place of purchase; and
  - A brief description of the fault.
- Send the faulty product to: The BBQ Store Pty Ltd, Unit 2/4 Avalli Road, Prestons NSW 2170.

## Warranty Against Defects Notice

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 failure.

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## Contact Us

<b>Phone</b>	1300 041 051
<b>Email</b>	sales@thebbqstore.com.au
<b>Web</b>	www.thebbqstore.com.au
<b>Hours</b>	Mon-Fri 9am-5pm, Sat 9am-4pm (AEST)
<b>Address</b>	Unit 2/4 Avalli Road, Prestons NSW 2170