

# Warranty

## VioFlame and Ezy Flame Fireplaces

 **VIO FLAME**™



**Attach your proof of purchase, or tax invoice to this document and keep it in a safe place for future reference.**

### Warranty Term:

- This product is warranted against defects in materials and workmanship for a period of one year from the original date of purchase.

### Who provides the warranty:

- In Australia, warranty is provided by Black and Stone Pty Ltd. In other countries, contact your authorised Black and Stone distributor or the retailer from whom this product was purchased.

### What you need to do to make a claim for warranty:

- To make a claim under this warranty you may:
  - (a) Contact the retailer from whom the product was purchased and advise them of the nature of the problem or defect.
  - (b) Return the goods to the original place of purchase and advise them of the fault or problem.
  - (c) Contact Black and Stone and advise us of the fault or problem.

### What will we do in the event of a claim:

- If any part of this product is found to be defective during the term of this warranty, Black and Stone shall repair or replace the defective component or product or, provide a remedy to the consumer in accordance with the Australian Consumer Law.

### Conditions of warranty:

- It is a condition of warranty that you contact the Black and Stone or the retailer from whom the product was purchased immediately upon finding a defect or problem with this product.
- It is a condition of this warranty that the product is returned to the retailer from whom this product was purchased or, Black and Stone's distributor, service department or authorised service agent.
- The product is installed, operated and maintained in accordance with the instructions supplied. Repairs or service must be carried out by an authorised person.
- No alterations or repairs have been carried out without obtaining consent from Black and Stone Pty Ltd.
- This warranty applies only to the original owner of the product and is not transferable.
- The warranty period (term) is calculated from the date of purchase.
- Under Australian Consumer Law, you may have other rights or remedies which cannot be excluded or waived. Where this warranty is inconsistent with any state or federal laws, the statutory rights of the consumer shall prevail.
- When claiming warranty for this product you must provide a copy of your proof of purchase. No claims for warranty will be accepted without proof of purchase.

### This warranty does not cover:

- Damage or fault to the product or its components as a result of a failure to follow the installation / operating instructions.
- Negligence, alteration, abuse, misuse, lack of maintenance, accidental damage or improper installation of this product.
- Scratches, dents, corrosion or discolouring caused by cleaning, normal wear and tear, heat, abrasive or chemical cleaners.
- Corrosion or damage caused by lightning strikes, fire, insects, weather, hail, exposure to the elements, prolonged exposure to direct sunlight, chemicals or foods acids or juices.
- Damage caused by dirt, sand, and/or water damage.
- Damage caused by continued operation of the product with a known problem.
- Unauthorised repairs during the warranty period.

**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 for 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.**

# Warranty Registration

## Save Time, Register Online.

Please register your product warranty within 30 days of the date of purchase by using the online warranty registration facility at: [www.blackandstone.com.au](http://www.blackandstone.com.au) or by postal mail using the warranty registration card and envelope provided.

Warranty registration is optional.

## How to make a warranty claim.

To claim warranty service or assistance you may contact either: the retailer from whom this product was purchased or, Black and Stone Pty Ltd and advise the nature of the defect or problem. Claims for warranty service or remedy of a warranty related problem can be made in person, by phone, email or facsimile.

### Australia and New Zealand

Black and Stone Pty Ltd

(Aust) 1300 089 001

(NZ) +61 2 4861 4546

or email us at: [info@blackandstone.com.au](mailto:info@blackandstone.com.au)

To assist us in processing your claim in the shortest possible time, please complete the following details and have them ready when you lodge your claim.

Model: \_\_\_\_\_

Date purchased: \_\_\_\_\_

Retailer Name: \_\_\_\_\_



**Black & Stone**  
*Now that's living*

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