



Live clean, love Britex.



Machine Serial No. \_\_\_\_\_ Invoice No. & dated \_\_\_\_\_

## New Purchase - Carpet and Upholstery Machine

### 12 MONTH WARRANTY

The Britex and Rug Doctor Carpet and Upholstery cleaning machines are manufactured, tested, and inspected in accordance with our high standards of quality. Though our machines are of the finest quality and able to withstand rigorous use, we provide a one (1) year limited warranty, referred to as 'the warranty period' to give you peace of mind.

**Customer Helpline: 1800 804 973**

**(Open Mon to Fri from 9am to 5pm & Sat to Sunday 10am to 5pm - Eastern Standard times)**

#### What does the warranty cover?

Britex Carpet Care/ Rug Doctor AU will without charge during the warranty period, repair or replace any component part which is defective or that malfunctions.

#### Exclusions from warranty

Every machine or component part returned to Britex Carpet Care/ Rug Doctor AU shall be examined. Malfunctions, defects or failures of the machine or any component parts due to alterations made to the machine, improper use and handling or negligent use or abuse of the machine will be excluded under this Warranty.

Any attempt to repair/tamper with the machine voids the warranty. The warranty does not include a refund of the purchase price. The owner pays all return freight costs.

Use of the machine for commercial purposes (other than rental) is covered by this warranty for a one (1) year warranty period only to the extent that malfunctions, defects, or failures of the machine or component parts are not due to alterations made to the machine, improper or negligent use or abuse in accordance with the 'Operating Instruction', or normal commercial wear and tear.

#### Further limitations

In no event shall Britex Carpet Care/ Rug Doctor AU be liable for any consequential or incidental damages you may incur in connection with the purchase and use of the machine; including, without limitation, commercial loss or for any incidental expenses, damage from improper use of either machine or products used in the machine, loss of time, or inconvenience.

#### To obtain warranty assistance please call 1800 804 973

Britex Carpet Care/ Rug Doctor AU will need the following information in order to assist you:

Name, address and telephone number, product model and serial number, date of purchase, and nature of the problem. We will review all the facts involved and advise you as to a recommended procedure. We recommend you keep the original packaging materials.

#### After the 12 month warranty period expires

After the warranty period. Britex Carpet Care/ Rug Doctor AU agrees to carry out any maintenance of the machine at a cost of \$75.00 per hour, plus GST (Plus replacement parts) in a prompt & efficient manner. The owner agrees to pay all freight costs.