

# **FORNIERI PTY LTD - LIMITED WARRANTY**

## **(ALFA FORNI PRODUCTS)**

All warranty claims must be made to Alfa Forni by completing the support ticket found online at <https://www.alfaforni.com/en/new-ticket/> Please send a copy of your support ticket to Fornieri Pty Ltd at [fornieri@outlook.com.au](mailto:fornieri@outlook.com.au)

If you have purchased a faulty pizza oven and want to make a warranty claim, where possible, you must do so before using the pizza oven.

Alfa Forni will warrant to the ORIGINAL PURCHASER of this product that it will be free of defects in material and workmanship, for set periods below from the date of purchase when used under normal outdoor conditions, if correctly installed and appropriately serviced as per the installation and instruction manuals:

Parts Only Warranty on Alfa Forni wood fired pizza ovens - 2 Years (except for paint loss and rusting).

Parts Only Warranty on Alfa Forni gas fired pizza ovens - 2 Years (except for paint loss, rusting, igniter battery and pilot functions). Gas fired pizza ovens require regular maintenance of the gas components. For domestic use (fortnightly), gas components must be serviced every 12 months by a registered gas fitter. Please provide proof of servicing when seeking warranty claims on gas related functions.

This Warranty is limited to replacement of parts only following a review of the claim from the Alfa Forni support team. Fornieri Pty Ltd will only manage warranty related claims for items purchased from Fornieri Pty Ltd and will require reasonable proof of your date of purchase. Save your invoice/receipt in case it is required as proof of purchase.

Fornieri Pty Ltd may require the return of defective parts for examination before issuing new replacement parts. If you are required to return defective parts, shipping charges must be prepaid. No returns will be accepted without prior authorisation from Fornieri Pty Ltd.

Upon examination and to Fornieri Pty Ltd's satisfaction, if the original part is proven to be defective, Fornieri Pty Ltd may approve your claim and elect to replace such parts without charge. You will be charged for shipping and handling of the replacement parts.

This Warranty does not cover any failures or operating difficulties due to overheating, accidents, abuse, misuse, alteration, misapplication, vandalism, improper installation, poor maintenance or operating errors, as set out in the Manuals.

This Warranty does not cover cosmetic wear and tear such as scratches, dents, corrosion or discoloration caused by weather, heat, chemicals, paint loss, or surface rust.

This Warranty is non-transferable and is void if product is used for commercial or rental purposes. This Warranty applies only when the product is used in Australia.