

Robot-Coupe (Australia) Warranty Policy

1. Warranty Coverage

Robot-Coupe (Australia) P/L (“We /Us / Our”) warrants that all new Robot-Coupe products purchased from an authorised distributor are free from defects in material and workmanship under normal commercial use.

Standard Warranty Period is 2-year / 24 calendar months Parts & Labour from the date of purchase. This Warranty applies to products used in commercial environments within Australia and New Zealand only.

2. Eligibility

This warranty is valid only when:

- The product is purchased through an authorised Robot-Coupe Australia or New Zealand distributor
- A valid proof of purchase is provided
- The equipment is used strictly in accordance with Our operating and maintenance instructions

3. Scope of Coverage

During the 2-year / 24 calendar months warranty period, We may:

- Repair or replace defective parts
- Cover labour costs performed by Us or an authorised service technician
- Restore equipment to proper working conditions under normal usage given the age of the machine

4. Exclusions

This Warranty does not cover:

- Misuse, abuse, or improper handling
- Failure to follow operating and/or cleaning instructions
- Normal wear and tear components (including blades, seals, gaskets, bushings, drive couplings)
- Damage caused by power surges, electrical faults, incorrect voltage or installation
- Repairs or modifications by non-authorised personnel
- Consumables and accessories unless faulty at time of supply
- Freight or transport costs unless agreed in writing

5. Warranty Claim Process

To lodge a claim:

1. Lodge a possible claim for Warranty on Our website
2. Provide proof of purchase, model and serial number, and description of fault
3. Follow instructions for assessment or repair

We reserve the right to inspect and assess all claims prior to approval. *Refer Clause 8 for Determination of Claims*

6. Repairs and Service

- All warranty repairs must be carried out by authorised Robot-Coupe technicians.
- Use of non-genuine parts will void the warranty
- Warranty does not cover loss of income, downtime, or consequential damages

7. Replacement Policy

If a product is deemed not repairable within a reasonable timeframe or is experiencing repeated faults, We may replace the product, or provide a refund or credit in accordance with Australian Consumer Law.

8. Determination of Claims

All warranty claims are assessed by Us or Our authorised service agents. To the extent permitted by law, the outcome of any warranty assessment, including whether a fault is covered under warranty and the appropriate remedy, is at the sole discretion of Us, and such Our decisions are final.

9. Australian Consumer Law

This Warranty operates in addition to rights under the Australian Consumer Law (ACL). Customers are entitled to replacement or refund for a major failure and repair or replacement if goods fail to meet acceptable quality standards. These rights cannot be excluded.

10. Limitation of Liability

To the extent permitted by law, liability is limited to repair, replacement, or refund, and We are not liable for indirect or consequential losses.

11. Support & Service

For assistance, contact Us through Our website or call Our telephone number.

12. Latest Version

This version, dated January 2026, is the latest version and replaces any or all previous versions of the Policy.



ANDREW ASHWIN
Managing Director