

# Rheem NZ Warranty Claim Request Form

## Terms and Conditions

The following terms and conditions apply to the lodgement of this claim request.

- In addition to your legal rights, Rheem New Zealand Limited (**Rheem NZ**) provides a warranty in relation to its products sold in New Zealand by Rheem NZ of 475 Rosebank Rd, Avondale, Auckland 1026.
- The warranty relating to your product (including Warranty terms and exclusions) can be found in the Rheem Installation Instructions & Owners Guide for that product or online at Rheem.co.nz
- If you have more than one warranty claim request, please raise a separate claim request for each product.
- A photo of the product and data label should be made available to Rheem NZ if/when requested to evaluate the claim request.
- To validate the product or component for a warranty claim request, Rheem NZ (or a representative on its behalf) will need to inspect the faulty component or unit and, if requested, it will need to be returned to the Rheem NZ service department for inspection and validation.
- If there is no response within 60 days to any Rheem correspondence regarding an open claim the claim will be automatically closed.
- Subject to any statutory provisions to the contrary, it is the right of Rheem NZ to deny a claim request which is not covered by the warranty (including any fraudulent claims). Rheem NZ goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993 (New Zealand). The Rheem NZ warranty relating to your product is in addition to any rights and remedies that you may have under the Consumer Guarantees Act 1993 (New Zealand).

### Warranty claim request form terminology

- Date of manufacture (DOM)
  - DOM is the date when the Rheem NZ product was produced or manufactured as identified the product data label.
- Date of installation (DOI)
  - DOI is the date when the installation of the Rheem NZ product is performed. If the DOI exceeds more than one year from the DOM, and no evidence of DOI is submitted, then the warranty start date will default to DOM.



- Proof of purchase (POP)
  - POP is a receipt or document that serves as confirmation that you have paid for and own the Rheem NZ product in question. POP may be requested as proof of eligibility for warranty cover.
- Destructive testing
  - Destructive testing may be used to ascertain the fault of a product, e.g. a leak in a hot water cylinder. Destructive testing means the product that was tested is no longer able to be used in a fit state and must be disposed of.
- No fault found (NFF)
  - A product that has been returned to Rheem NZ and thoroughly tested but no fault can be found, may be collected as arranged by the customer. If requested, the customer must collect the product no later than four weeks from our notification that no fault was found.

