

# Warranty

## Sunbeam's Replacement or Repair Guarantee

Most of Sunbeam appliances are covered by a replacement or repair guarantee, which is in addition to your rights under the Australian Consumer Law. Many Sunbeam appliances have guarantee periods exceeding 12 months, highlighting Sunbeam's commitment to the highest standards of quality. Please see below for a list of Sunbeam products and their applicable warranty period.

Should your appliance develop any malfunction during the warranty period due to faulty materials or manufacture, we will replace or repair it, at our discretion, free of charge. Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products.

Your guarantee does not cover misuse or negligent handling, and normal wear and tear. Similarly your guarantee does not:

- cover freight or any other costs incurred in making a claim; or
- extend beyond 3 months if the appliances are used in commercial applications.

**The benefits given to you by this guarantee are in addition to your other rights and remedies under any laws which relate to the appliance. In Australia 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 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.**

Our goods also come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act.

Should you experience any difficulties with your appliance during the guarantee period, please contact our customer service line for advice on 1300 881 861 in Australia, or 0800 786 232 in New Zealand.

Alternatively, you can send a written claim to Sunbeam at the address listed on the left of this page. Upon receipt of your claim, Sunbeam will seek to resolve your difficulties or, if the appliance is defective, advise you on how to obtain a replacement or refund.

To assist us in managing warranty claims, we recommend you register your product as soon as practicable after purchase by:

- completing and returning to us the warranty card included with your product; or
- creating a MySunbeam account on our website and registering your product.

Should your appliance require repair or service after the guarantee period, contact your nearest Sunbeam service centre. For a complete list of Sunbeam's service centres, [click here](#)

### Warranty table

Most Sunbeam appliances have a minimum 12 month replacement or repair guarantee period, unless otherwise specified in the table below.

If your product does not appear here please contact us.

Mixmasters	MX9200	Replacement	12 months (5 year motor)
	All other models	Replacement	12 months