

Fw: Warranty Claim uneven center
Saladmaster Gold Coast <admin@ubecgc.com.au>

Wed, Nov 6, 2024 at 3:23 PM

Hi Grant,

Please see forwarded email from the warranty team. Thank you

Regards,
Helnar Pilapil
Director | Saladmaster Gold Coast
U.B.E.C. GC AUSTRALIA PTY LTD
Authorized Independent Saladmaster Dealer
Mobile: 0405 591 810 o 0423 073 499

From: Desmond Peterson <desmond@healthmax.com.au> **Sent:** Wednesday, November 6, 2024 11:07:09 am
To: Saladmaster Gold Coast <admin@ubecgc.com.au> **Cc:** Richard Lewis <richard@healthmax.com.au>
Subject: Warranty Claim uneven center

Hi Helnar,

Please find the email received from the SM USA warranty team, thank you.

----- Forwarded message -----

From: **SM Warranty Support** <warranty@smdealers.zendesk.com>
Date: Wed, Oct 23, 2024 at 12:34 AM
Subject: [Saladmaster] Re: Fwd: Warranty Claim uneven center
To: Desmond Peterson <desmond@healthmax.com.au>

##- Please type your reply above this line -##
Your request (22818) has been updated. To add additional comments, reply to this email.

DS Team Member (Dealer Services)

Oct 22, 2024, 08:34 CDT

Hi Desmond,

As you know warping is not considered a defect in material or workmanship. Per our Limited Lifetime warranty, the consumer can replace at half of suggested retail. The authorized Saladmaster dealer can assist the customer by purchasing at dealer cost and working with the consumer.

Please let us know if there is anything else we can assist you with.

Lydia

Kind Regards,
Desmond Peterson
Manager - Warehouse, Logistic and Warranty Claims
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