

ACCC proceedings

Fisher & Paykel has received notice of the Australian Competition and Consumer Commission's (ACCC) proceedings and is reviewing them. Fisher & Paykel takes such matters seriously and we regret any inconvenience this may have caused our customers. We have fully cooperated with the ACCC during this investigation and will continue to do so.

This matter arose when Fisher & Paykel in Australia had offered to its customers an extended warranty product administered by Domestic & General. It immediately ceased to offer the extended warranty product in December 2012 when the ACCC first raised its concern regarding the representations made to customers.

Over the past six months we have written to all affected customers in Australia and offered a full refund where they wish to cancel the extended warranty. If customers have any concerns they can call 1300 994 016 between Monday to Friday during business hours, 8:30am – 5:30pm (AEST).

We will provide further updates once more information is available.

ENDS

For more information contact:

Jane Cotty
+64 9 306-5802
+64 021 449 146

Background

- We have written to affected customers on two occasions to offer refunds
- Customers can still elect to receive a refund by calling 1300 994 016 between Monday to Friday during business hours, 8:30am – 5:30pm (AEST)