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AOC Warranty Brochure

AOC Monitors Australia Warranty Terms and Conditions

1. Warranty period

For you to be entitled to claim the following warranties, the defect in the goods must appear within three (3) years from their purchase.

A receipt of purchase may be required as proof of the date of purchase.

2. Who is giving this warranty

Top Victory Australia Pty Ltd

Unit 4/5, Dursley Road, Yennora NSW 2161

Telephone: 1300 262 669

Website: www.aoc.com/anz

3. What we must do so that the warranty may be honoured

Provide prominently the name, business address and a telephone number and email address (if any) (see above).

Set out the procedure for you to claim the warranty including the address to which the claim may be sent (see below).

State who will bear the expense of claiming the warranty and if the expense is to be borne by ourselves – how you can claim expenses incurred (see below).

The benefits given by this warranty are in addition to other rights and remedies you may have under a law in relation to the goods to which this warranty relates.

We must at your request pick up and deliver the goods subsequent to any service.

We will bear the expense of you claiming the warranty by us organising at our expense the pickup & return of the goods from any location within Australia

4. What you must do to claim the warranty

You may be required to provide proof of purchase date.

You must ensure you are available when the service centre's representative arrives to collect or deliver the monitor. Any additional visits required as a consequence of you not being available, you will be charged the cost of delivery unless you then elect to arrange for delivery to you or you elect to collect the monitor from the service centre or its agent at your cost.

This warranty covers only goods purchased in Australia. You must ensure you are available when the service centre's representative arrives to pick up or deliver the monitor following any repair.

Alternatively you may elect to deliver the monitor to the AOC authorised service centre/agents as notified by AOC for repair and collect it following the repair at your election to such service centres or agents as notified by AOC.

You may elect to have on-site warranty service support, which is available between 9.00 am and 5.00 pm, Monday to Friday inclusive (excluding public holiday). For that purpose please contact AOC authorised service centres as follows:

Telephone: 1300 262 669

Facsimile: (02) 8080 8147

Email: australia@aoc-support.com

You must complete a product registration form prior to any service request in the form which is attached to this warranty.

If you elect to return the goods, you must ensure that they are properly packed against damage or breakage whilst in transit.

5. General

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 reasonably 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.

6. What this warranty covers in addition to any other warranty given and is restricted in circumstances described

For any major failure you are entitled to a replacement goods or a refund for your cost to purchase the goods and for compensation for any other reasonably foreseeable loss or damage.

If the goods fail to be of acceptable quality and the failure does not amount to a major failure, you are entitled to have the goods repaired or replaced in accordance with the above warranty provisions.

This warranty only covers goods purchased within Australia.

The above warranty will be void and you will not be entitled to rely upon it if the product has been physically damaged or rendered defective:

- (a) as a result of an accident, misuse, fire, lightning, malicious damage, water damage, abuse or other circumstances beyond AOC's control;
- (b) by the use of parts of peripherals not authorised by AOC;
- (c) by use in an improper operating environment;
- (d) by any modifications carried out to the monitor;
- (e) if the serial number or product code sticker has been removed or defaced;
- (f) as a result of servicing by anyone other than an AOC authorised service centre or its authorised service agents;
- (g) as a result of the monitor not being operated in conformity with AOC's user manual

The AOC authorised service centre may charge you the then current applicable hourly rates if the technician determines that the defect or failure is a consequence of:

- (a) the method of use unrelated to the goods being defective;
- (b) caused by changes made to the normal settings of the monitor;
- (c) caused by your computer or electrical power supply;
- (d) due to any causes which are not covered by this warranty or as a consequence of the goods having been physically damaged or rendered defective as a result of any of the causes in paragraph 6 above.