

Audio Products Group Warranty Form

Thank you for choosing one of Audio Products Group's (APG) quality products. We trust that you will enjoy the equipment which has been manufactured to the highest standard and specification.

For your protection we encourage all our customers to purchase from authorised dealers only. Those who buy from unauthorised sources risk significant problems when it comes to warranty, spare parts, software updates and ongoing service. The next time you buy a product from one of the brands represented by APG, please make sure your purchase is made from an authorised dealer. That way you can be guaranteed the best in service and support.

This warranty applies to purchases made in New Zealand or Australia only. Warranty is NOT VALID if the products have been purchased from an unauthorised dealer or unauthorised online E-tailer. Should service become necessary during the warranty period the owner should refer to our web site at: www.audioproducts.co.nz/ServiceAgent.aspx (New Zealand) or www.audioproducts.com.au/ServiceAgent.aspx (Australia) for the name and address of the nearest Authorised Service Agent.

In order to obtain warranty service, the owner must **present the original purchase receipt** from an authorised APG Retailer with the product for repair to the authorised agent. For this reason we recommend you keep your purchase receipt in a safe place should it be required in the future. Warranty is offered on a carry-in basis only.

WARRANTY CONDITIONS

Warranty only applies when the product has been installed and used in accordance with the manufacturer's recommendations under normal and reasonable care, it does not cover: damage or failure resulting from faulty or improper installation, act of nature, abuse, use on incorrect voltage, alteration, accident, misuse, negligence or maladjustment. In addition reception problems arising from inadequate antenna systems, outside interference, mains supply problems, thunderstorm activity, infestation by vermin or insects, tampering or modification by unauthorised persons, incompatibility with other brand name equipment and accessories are also excluded.

Failure by the user to observe any recommended precaution noted in the Operating Instructions or exposure to abnormally harsh or corrosive conditions, or allowing any foreign objects or matter such as coins, liquids, pins, dirt etc to enter the product, will void the warranty.

Specifically warranty will not apply to:

- General wear and tear due to usage
- Damage or wear and tear which is caused by excessive use, such as the commercial use of domestic equipment.
- Consumables such as batteries, cassette tapes and the like, for which replacement may be purchased as required.
- Defects involving subjective personal likes or judgements
- Defects to styli or problems to removable mass storage devices.
- Damage caused by leaking batteries.
- Repairs carried out by a non authorised person or service centre.
- Lamp burn-out in projectors.
- Software incompatibility or error.
- Overdriving of speakers.
- Connection, incompatibility and configuration issues within the users networks or setups.
- Faults or problems caused by software loading.
- Any serialised product on which the serial number has been defaced, modified or removed.
- Any removal, installation or transportation charges resulting from product failure.

Extended warranties (where applicable) are only valid if recorded on Audio Products Group website within 14 days of purchase, Audio Products Group does not take responsibility for any lost or missing postal registration forms.

Audio Products Group is not liable for damages to other property caused by defects in its products, damages based upon inconvenience, loss of use of the product, loss of time or data, commercial loss or any other damages, whether real, incidental or consequential.

The benefits conferred by this warranty are additional to all other conditions, rights and remedies. Our goods come with guarantees that cannot be excluded under Consumer Law. You are entitled to a replacement or refund for 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 acceptable quality and failure does not amount to a major failure.

Register your warranty online at:

www.audioproducts.co.nz/WarrantyRegistration.aspx (New Zealand product purchases only)

www.audioproducts.com.au/WarrantyRegistration.aspx (Australian product purchases only)

OR: Tear off either the New Zealand or Australian card (depending on country of purchase) below at perforation and post:

Customer care hotline

Australia: 1300 130 492

New Zealand: 0800 174 781



Freepost Number.200094



Warranty Card
Audio Products Group
PO Box 50540
Porirua 5240

Warranty card for New Zealand purchases only.

Delivery Address:

PO Box 150
MASCOT NSW 1460

No stamp required
if posted in Australia



Warranty Card
Audio Products Group
Reply Paid 150
MASCOT NSW 1460

Warranty card for Australian purchases only.

