



STANDARD WARRANTY TERMS AND CONDITIONS

1. GENERAL TERMS AND CONDITIONS

1.1. As the Exclusive Distributor of Astone Products in Australia, Achieva Technology Australia Pty Ltd (Hereinafter referred to as "ACHIEVA") will handle all service, warranty related affairs.

1.2. The product is guaranteed to be free from defects in workmanship and parts in the warranty period. Defects that occur within this warranty period, under normal use and care will be repaired or replaced at our discretion, solely at our option with no charge for parts or labor.

1.3. ACHIEVA reserves the right to replace the Product or relevant part with the same or equivalent product or part, rather than repair it. Where a replacement is provided the Product or part replaced becomes the property of ACHIEVA. ACHIEVA may replace parts with refurbished parts. Replacement of the Product or a part does not extend or restart the Warranty period.

1.4. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Trade Practices Act and similar state and territory laws.

1.5. The Warranty is transferable to a new owner, in the event of sale of the Product, provided the new owner has the receipt of purchase and the Product is still within the guaranteed period.

2. PROOF OF PURCHASE

2.1. This product has been manufactured to the highest quality standards and is warranted to the original purchaser or gift recipient only. This warranty is not transferable.

2.2. Please keep your purchase docket or receipt as proof of purchase and as proof of the date on which the purchase was made. The purchase docket or receipt must be presented with the warranty when making a claim under this warranty. If in the event the receipt of purchase is not presented, then this warranty is invalid.

3. SERVICE OR REPLACEMENT DURING THE WARRANTY PERIOD

3.1. In the event that this product is Dead On Arrival (DOA), the owner has 14 days in which to return the Product to the retailer or place of purchase for a new replacement. If the owner does not return the product within 14 days then the Product will be treated under normal warranty conditions.

3.2. Under normal warranty conditions the product must be returned to the Retailer, place of purchase, or any ACHIEVA Australia Branch closest to your location. For ACHIEVA Australia Branches locations please refer to www.astone.com.au

3.3. Please ensure that the product is properly packaged so as to ensure that no damage occurs to the product during transit. Also make sure you have included an explanation of the problem.

3.4. In the event that the goods requiring repair under warranty, the owner is responsible for the cost of transportation to and from ACHIEVA Australia Branches. Whilst in transit the goods are at the owner's risk.

4. GENERAL EXCLUSIONS AND LIMITATIONS



- 4.1.** In the event that no identical Product is available for service repair, ACHIEVA has the right to replace the Product with a device of equal capacity, or offer the customer the choice of a Product upgrade which may incur an extra cost.
- 4.2.** This warranty is limited to defects in workmanship or parts. All defective products or parts will be repaired or replaced. This warranty does not extend to accessories. This warranty does not cover manuals and packaging, line cords or wiring.
- 4.3.** This warranty does not cover batteries or any other consumable item.
- 4.4.** This warranty does not cover any defect caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorized medication, loss of parts, tampering or attempted repair by a person not authorized by the distributor.
- 4.5.** The warranty will not apply if the factory-applied serial number has been altered or removed from the Product.
- 4.6.** The warranty will not apply if damage, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, mis-adjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God, voltage supply problems, tampering or unauthorized repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the Product.
- 4.7.** This warranty does not cover damage arising during transportation, installation or while moving the Product, or to any transportation costs of the Product or any parts thereof to and from the owner, unless otherwise specified in these warranty conditions.
- 4.8.** This warranty does not apply whilst reside outside Australia.
- 4.9.** ACHIEVA will not be liable for any loss, damage or alterations to (1) third party furniture, hardware or software; or (2) programs, data or information stored on any media or any part of the Product, no matter how occurring; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.
- 4.10.** This warranty does not cover normal wear and tear of the Product or parts.
- 4.11.** ACHIEVA will not provide refund directly to end-user in any circumstances
- 4.12.** ACHIEVA excludes all other warranties, conditions, terms, representations and undertakings whether express or implied.

FURTHER INFORMATION:

For more information about the company or other products made by Astone, please visit the website.

www.astone.com.au