



LIMITED TWO-YEAR WARRANTY

for

AOC 19"/22" LCD TV Sold Within Australia

L19W851B

L22W851B

AOC warrants this product to be free from defects in material and workmanship for a period of two (2) years after the original date of consumer purchase. During this period, AOC will, at its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as *stated below. The defective products that are replaced become the property of AOC.

If you wish to make a claim under warranty, contact AOC authorised service centre, Thomas Electronics. Pack the product along with the dated proof of purchase, and complete the attached form to enable you to process quickly in the event of a claim.

It would assist AOC authorised service centre to ensure that the correct repairs are effected, if you provide a detailed description of the problem you are experiencing at the time of claim.

If you cannot deliver the product in person:

- Pack it in its original shipping container (or equivalent)
- Put the RMA number on the shipping carton
- Pay all shipping charges if out of 100Km radius of the general post office of all cities where onsite service agents are based (please refer to Item 10).

WARRANTY PERIOD

AOC LCD TV covered by Two Year Limited on site warranty support as stated on the terms and conditions herein.

WARRANTY CONDITIONS ON AOC TVS

1. AOC warrants that the AOC LCD TV you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse. The receipt of purchase shall be provided as proof of the date of purchase and the warranty period commences as of that date.
2. The onsite coverage is within 100km radius of the general post office of all cities where onsite service agents are based (please refer to Item 10). All other areas will be dealt with on a return to nearest Service Agent via courier at the user's expense or the users can bring the LCD TV to the service agents directly by themselves.
3. This limited warranty does not cover any losses or damages that occur as a result of- *
 - Shipping or improper installation or maintenance
 - Misuse
 - Neglect
 - Any cause other than ordinary commercial or industrial application
 - Adjustment by non-authorized source
 - Repair, modification, or installation of options or parts by anyone other than an AOC Authorised Service Center
 - Improper environment
 - Excessive or inadequate heating or air conditioning or electrical powers failures, surges, or other irregularities
4. In all circumstances, the user must ensure that the LCD TV is packed in appropriate packing. Any damage due to improper packing will be chargeable to the customer.
5. On-site visits made by the on-site service company's personnel will be chargeable at current applicable hourly rates to the customer if: (a) the technician finds the problem is user related; (b) caused by change in normal settings of the LCD TV; or caused by user (software, settings...etc.); (c) determined to be causes not covered by this warranty and/or fallen within the scope as prescribed in item 3.

6. This limited warranty does not cover any of the products that you or any third party have modified or altered; you bear the sole responsibility and liability for any such modification or alteration.
7. The user must ensure that they are available when the on-site service company's representative arrives to pick up (or deliver) the LCD TV. Any additional visits made due to the customer's unavailability will be chargeable to the customer or the customer can bring (or pick up) the TV to (from) the on-site service company's Agent at their own cost.
8. Defective pixels in LCD panel are not a warranty issue unless they are beyond the criteria prescribed in manufacturer's specifications for pixel defects.
9. This warranty applies to the original purchaser only and is not transferable.
10. Current list of cities where onsite service agents are based at time of printing:
NSW – Sydney, Wollongong (Metropolitan), Newcastle (Metropolitan) ACT – Canberra (Metropolitan)
VIC – Melbourne WA – Perth QLD – Brisbane, Cairns (Metropolitan), Townsville (Metropolitan)
SA – Adelaide

LIMITED OF LIABILITY

The benefits conferred under this warranty are in addition to all other rights and remedies which the Purchaser may have in law as pertaining to this product, under the Trade Practices Act 1974 and any local legislation if in Australia, and shall howsoever be limited to the terms and conditions contained herein.

SERVICE

On site warranty service support is available between 9:00am and 5:30 pm Monday to Friday. (Excluding Public Holidays) For information on the location of appropriate service centers and authorised agents, please contact AOC Authorised Service Centres as below:

Thomas Electronics of Australia P/L

Email: teservice@thomas.com.au

Tel: 1300 30 3751

Before you bring in your TV, please contact our Call Centre on 1300 30 3751 to obtain a Repair Authorisation number. Please also have your details ready including model, serial number, manufacture date and purchase details for our Call Centre representative.

Sydney Office

10 Sheridan Close
Milperra NSW 2214

Melbourne Office

Unit 2, 42-44 Garden Boulevard (Main Entrance off Almond Terrace)
Dingley Village, Victoria, 3172

Brisbane Office

4/511 Tarragindi Road
Salisbury QLD 4107

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO A PERIOD OF TWO (2) YEARS FOR PARTS AND LABOR FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. NO WARRANTIES (EITHER EXPRESSED OR IMPLIED) APPLY AFTER THIS PERIOD.

AOC OBLIGATIONS AND YOUR REMEDIES HEREUNDER ARE SOLELY AND EXCLUSIVELY AS STATED HERE. AOC LIABILITY, WHETHER BASED ON CONTRACT, TORT, WARRANTY, STRICT LIABILITY, OR OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT OR DAMAGE IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL AOC BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE OR FACILITIES OR EQUIPMENT, OR OTHER INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE. THIS LIMITED WARRANTY IS ONLY VALID FOR PRODUCTS PURCHASED IN AUSTRALIA.

IMPORTANT NOTE

The TVs are fragile and must be shipped in their original packing wherever possible. We would not be responsible for the damages in transit.



LIMITED TWO-YEAR WARRANTY

for

AOC L19W851B

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Purchaser Name:

Purchaser Contact Number:

Address / Suburb:

Product Name:

Serial No.:

MFD Code:

Place of Purchase:

Purchase Date (DD/MM/YY):

IMPORTANT NOTE: The LCD TV is fragile and must be shipped in their original packaging wherever possible. AOC would not be responsible for the damages in transit.