



Monitors covered by a 3 Year Limited on site warranty support as stated on the terms and conditions herein. Please also note the model number, the serial number, the date of purchase, and the outlet from which you purchased this monitor on the form attached hereto.

WARRANTY PERIOD

The warranty hereof shall mean a period of 3 years from the date of purchase.

WARRANTY CONDITIONS ON AOC MONITORS

1. AOC warrants that the monitor 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. *(This item is applicable to Australia only)* The on-site warranty coverage within 50Km radius from the repair centers*. During the warranty period, monitors will be picked up, repaired and returned by AOC authorised service center. Should you require the use of loan monitor whilst your monitor is being repaired, please advise AOC authorised centre when you book-in your job and a loan monitor will be delivered when your defective monitor is being picked up.
3. *(This item is applicable to New Zealand only)* During the warranty period, monitors will be picked up, repaired and returned by AOC authorized service centre at service company's expense or the user can bring the monitor to the service agents directly by themselves.
4. Notwithstanding the foregoing, this warranty shall not be construed to come with international warranty service. The warranty service only covers the monitors which have been purchased in local country. Extra charges will be applied if service has been done in different country.
5. Proof of purchase will be required in the event of any discrepancy.
6. The warranty will not apply to any monitor purchased from a dealer/reseller other than an authorized AOC dealer/reseller. The warranty automatically becomes void 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 or peripherals not authorized by AOC;
 - (c) as a result of normal wear and tear;
 - (d) by use in an improper operating environment;
 - (e) by modification of the monitor;
 - (f) by the serial number or product code sticker being removed or defaced;
 - (g) as a result of a service rendered by anyone other than AOC authorized service center or its authorised service agents
 - (h) as a result of the monitor not being operated in conformity with AOC's user manual.
7. In all circumstances, the user must ensure that the monitor is packed in appropriate packing. Any damage due to improper packing will be chargeable to the customer.
8. *(This item is applicable to New Zealand only)* 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 monitor or caused by user computer (software, settings ... etc);
 - (c) determined to be causes not covered by this warranty and/or fallen within the scope as prescribed in item 6.
9. The user must ensure that they are available when the on-site service company's representative arrives to repair, pick up (or deliver) the monitor. 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 monitor to (from) the on-site service company's Agent at their own cost.

* Please refer to Item 13.

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- 10. Software related faults resulting from incorrect software installation or usage or software viruses or software inherent bugs shall not be considered as product faults and may incur a charge for rectification.
- 11. **Defective pixels in LCD panel monitors are not a warranty issue unless they are beyond the criteria prescribed in panel manufacturer's specifications for pixel defects. Please contact your reseller or visit AOC web-site (www.aocmonitor-anz.com) for further information if required.**
- 12. This warranty applies to the original purchaser only and is not transferable.
- 13. **NSW** Sydney, Wollongong (Metropolitan), Newcastle (Metropolitan)
VIC Melbourne
WA Perth
QLD Brisbane, Cairns, Townsville
SA Adelaide
ACT Canberra
NT Darwin

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, either under the Trade Practices Act 1974 and any local legislation if in Australia or under the Consumer Guarantee Act provided in New Zealand and shall howsoever be limited to the terms and conditions contained herein.

SERVICE

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

Australia Tel 1800 677 203 **OR** (02) 9773 7400 Fax (02) 9773 7177
 Email: teservice@thomas.com.au
New Zealand Tel: 0800 426 677

Please complete and keep with the original purchase docket.

Name _____

Company _____

Address _____

_____ State _____ Postcode _____

Tel () _____ Fax () _____

Email _____

Monitor model name _____

Serial No. _____

Place of purchase _____

Purchase date _____

Purchased from _____

Important Note The monitors are fragile and must be shipped in their original packaging wherever possible. We would not be responsible for the damages in transit.