- incorrect or improper maintenance or failure to maintain the Samsung consumer product;
- failure to clean or improper cleaning of the product;
- incorrect voltage or non-authorised electrical connections;
- · adverse external conditions such as power surges and dips, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond
- exposure to excessive heat, moisture or dampness
- exposure to abnormally corrosive conditions;
- use of non authorised/non-standard, defective or incompatible
- password setting/ resetting and computer virus;
- · repair, modification or other work carried out on the Samsung consumer product other than by Authorised Samsung Service
- E. This Warranty does not cover Samsung consumer products purchased in an auction.
- F. If the Samsung consumer product you are using has been rented or leased by you, and you consider a claim might be made under this Warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.
- G. This Warranty does not cover service costs in replacing and maintaining consumable parts which have ceased working through normal wear and tear such as, but not limited to: filters, lamps, brush motors and other parts classifiable as a consumable part.
- H. To the extent permitted by law, this Warranty does not cover any Samsung-branded vacuum cleaners which are or have been installed in a movable dwelling such as a caravan (travel trailer) or house boat. These Samsung consumer products are not designed to be used in such moveable dwellings and their performance may be affected in
- I. This Warranty does not cover Samsung consumer products which, at the time you consider a claim might be made under this Warranty, do not bear the original manufacturer's factory-applied serial number in its original form (for instance where it or the sticker bearing it has been removed, wiped out, rubbed off, or altered).
- J. If, after we have inspected the Samsung product, we are of the opinion that the product or alleged defect is not covered by this Warranty or the consumer guarantees for whatever reason, Samsung may charge you for any labour, parts or transport costs incurred by the Authorised Samsung Service Personnel or Authorised Samsung
- K. This Warranty does not cover defects not notified to Samsung within the Warranty Period, however, you may also have statutory rights outside the Warranty Period

PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

### I. Parts (Options) and Accessories Warranty

7 years

- A. This part of the Warranty identifies Samsung's preferred approach to resolving warranty claims in relation to parts and accessories.
- B. The table below this sub-paragraph identifies the periods under which a claim may be made under this Warranty for replacement of a part or accessory. However, you may also have statutory rights outside of these periods. The parts and accessories are divided into

Visit: www.samsung.com/nz/support

0800 SAMSUNG (726786)

**FOR SERVICE PLEASE CALL:** 

claim under this Warranty in accordance with the table below.

to Part I, paragraph (III)(F) for the range of Samsung's responses to a

have statutory rights outside of the Warranty Period stated. Please refer

Warranty, although each claim is assessed on its own merits. You may

Samsung warranty period by product for resolving claims under this

The table below in this sub-paragraph summarises the standard

product, part or accessory if Samsung or its agent repair the item under

and labour which may be required to repair the Samsung consumer

Unless specified, this Warranty covers corresponding costs for parts

10 years \* **Part only** 

Z years

12 months

Resellers and Distributors are generally covered under this

item was missing from the box or other storage or packaging

you are able to provide satisfactory evidence that the relevant

or missing Samsung parts and accessories if, with your claim,

You will only be able to make a claim under this Warranty for lost

Parts and accessories purchased from Authorised Samsung

Warranty. Please refer to the specific period below.

material originally supplied by Samsung.

SC20F70\*, SC07F80\*, SU10F70\*, SU10F40\* Series

Vacuum cleaner (Bag/Bagless/Robot/ Stick)

III. WARRANTY BY PRODUCT TABLE

II. PARTS AND LABOUR WARRANTY

Other Consumables (i.e. Filters)

Digital Inverter Motor

BESPOKE Jet series

Batteries for Jet Bot series and

Vacuum Batteries

and Accessories

Vacuum Cleaner Parts

\*Parts only. All labour, and other costs, are excluded.

those which are supplied within the box of the Samsung consumer product for which they are to be used (In-Box), and those which are supplied separately from a Samsung consumer product for use with

- All remote controls purchased with the Samsung consumer product are covered under this Warranty for the same period as the Samsung consumer product purchased. You may have statutory rights in respect of a remote control purchased with the Samsung consumer product outside the Warranty Period.
- All other Samsung parts and accessories and batteries purchased together with the Samsung consumer product are covered under this Warranty for the periods specified in the table below, although you may have statutory rights outside these periods.
- You will only be able to make a claim under this Warranty for lost or missing Samsung parts and accessories if, with your claim, you are able to provide satisfactory evidence that the relevant item was missing from the box or other storage or packaging material originally supplied by Samsung.

· Parts and accessories purchased from Authorised Samsung Resellers and Distributors are generally covered under this Warranty. Please refer to the specific period below.

| Product  | Warranty Period<br>(In-Box)   | Warranty Period<br>(Out-Box) |
|--|-------------------------------|------------------------------|
| Vacuum Cleaner Parts<br>and Accessories                | 12 months                     | 3 months                     |
| Vacuum Batteries                                       | 12 months                     | 3 months                     |
| Batteries for Jet Bot series<br>and BESPOKE Jet series | 2 years<br><b>Part only*</b>  | n/a                          |
| Digital Inverter Motor<br>(excluding POWERbot series)  | 10 years<br><b>Part only*</b> | n/a                          |
| Other Consumables<br>(i.e. Filters)                    | n/a                           | n/a                          |

Parts only\* All labour, and other costs, are excluded.

### II. Parts and Labour Warranty

Unless specified, this Warranty covers corresponding costs for parts and labour which may be required to repair the Samsung consumer product, part or accessory if Samsung or its agent repair the item under this

### III. Warranty By Product Table

The table below in this sub-paragraph summarises the standard Samsung warranty period by product for resolving claims under this Warranty, although each claim is assessed on its own merits. You may have statutory rights outside of the Warranty Period stated. Please refer to Part I, paragraph (III)(F) for the range of Samsung's responses to a claim under this Warranty in accordance with the table below.

table below, although you may have statutory rights outside

covered under this Warranty for the periods specified in the

purchased together with the Samsung consumer product are

All other Samsung parts and accessories and batteries

the Samsung consumer product outside the Warranty Period.

statutory rights in respect of a remote control purchased with as the Samsung consumer product purchased. You may have

product are covered under this Warranty for the same period

All remote controls purchased with the Samsung consumer

supplied separately from a Samsung consumer product for use with it

product for which they are to be used (In-Box), and those which are those which are supplied within the box of the Samsung consumer

outside of these periods. The parts and accessories are divided into

part or accessory. However, you may also have statutory rights

which a claim may be made under this Warranty for replacement of a

B. The table below this sub-paragraph identifies the periods under

A. This part of the Warranty identifies Samsung's preferred approach to

PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

apply in accordance with section 43(2) of the Consumer Guarantees Act.

agreed that the provisions of the Consumer Guarantees Act 1993 do not

product in New Zealand for the purposes of a business, it is hereby

New Zealand exclusion: If you purchased the Samsung consumer

the Warranty Period, however, you may also have statutory rights

the Authorised Samsung Service Personnel or Authorised Samsung

may charge you for any labour, parts or transport costs incurred by

Warranty or the consumer guarantees for whatever reason, Samsung

obinion that the product or alleged defect is not covered by this

in its original form (for instance where it or the sticker bearing it has

do not bear the original manufacturer's factory-applied serial number the time you consider a claim might be made under this Warranty,

such moveable dwellings and their performance may be affected in

Lipese Samsung consumer products are not designed to be used in

in a movable dwelling such as a caravan (travel trailer) or house boat.

Samsung-branded vacuum cleaners which are or have been installed

H. To the extent permitted by law, this Warranty does not cover any

normal wear and tear such as, but not limited to: filters, lamps, brush

6. This Warranty does not cover service costs in replacing and

maintaining consumable parts which have ceased working through

motors and other parts classifiable as a consumable part.

I. This Warranty does not cover Samsung consumer products which, at

1. If, after we have inspected the Samsung product, we are of the

been removed, wiped out, rubbed off, or altered).

K. This Warranty does not cover defects not notified to Samsung within

resolving warranty claims in relation to parts and accessories.

I. Parts (Options) and Accessories Warranty

outside the Warranty Period.

(Xod-fuO)

| Product  | Warranty<br>Period |
|--|--------------------|
| Vacuum cleaner<br>(Bag/Bagless/Robot/ Stick                                      | 2 years            |
| SC20F70*, SC**H70, SC07F80*,<br>SC07H81*, SU10F70*, SU10F40*,<br>SU08H30* Series | 5 years            |

| , |            |  |
|---|------------|--|
| Unit Model                              | Serial No. |  |
| Owner                                   |            |  |

# FOR SERVICE PLEASE CALL 1300 362603

Visit: www.samsung.com.au/support

Warranty, you should refer the matter to the rental or leasing

or leased by you, and you consider a claim might be made under this

F. If the Samsung consumer product you are using has been rented

E. This Warranty does not cover Samsung consumer products

consumer product other than by Authorised Samsung Service

caused by vermin, or any other act or circumstance beyond

thunderstorm activity, acts of God, acts of terrorism, damage

g) adverse external conditions such as power surges and dips,

f) incorrect voltage or non-authorised electrical connections;

d) incorrect or improper maintenance or failure to maintain the

instructions provided with the Samsung consumer product);

b) incorrect operation or not following the operation instructions

tear, fire, water (liquid spillage or ingression), theft, vermin or insect

Guarantees Act (as applicable) and which are not expressly included in

which are not guaranteed under the New Zealand Consumer

to determine the best way in which to inspect and, if necessary, repair

Plaza or authorised repair service outlet, Samsung will liaise with you

50 kilometres (by road) from the nearest Samsung Customer Service

inspect and, if necessary, repair the product the subject of the claim Samsung will liaise with you to determine the best way in which to

Customer Service Plaza or an authorised repair service centre,

consumer product that is not included in the above list to a Samsung

If you believe it is not reasonable for you to bring or send a Samsung

B. If the Samsung product is located in a place which is greater than

B. For the avoidance of any doubt, any and all warranties or conditions

A. This section identifies what is excluded under this Warranty.

the product the subject of the claim under this Warranty.

C. This warranty does not extend to loss caused by normal wear and

this Warranty as additional warranties or conditions are excluded.

a) misuse or abusive use of the Samsung consumer product;

(as stated in the Product Operation Manual or manufacturer's

repair, modification or other work carried out on the Samsung

company immediately and they will handle the matter.

k) password setting/ resetting and computer virus;

exposure to abnormally corrosive conditions;

use of non authorised/non-standard, defective or

h) exposure to excessive heat, moisture or dampness;

e) failure to clean or improper cleaning of the product;

c) improper installation or incorrect application;

D. This Warranty does not cover damage caused by:

VI. Warranty Exclusions

under this Warranty.

inadequate packing.

Samsung consumer product;

purchased in an auction.

incompatible parts;



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Delivery Address: PO Box 63 CONCORD WEST NSW 2138

Service

y 36645 jistration

Zealand Freepost Authority 3 c/o Warranty Regist Samsung New Zeal PO Box 36645 Northcote Auckland 0748

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS NEW ZEALAND

SAMSUNG

Samsung Electronics Australia Customer Care Centre Reply Paid 63 CONCORD WEST NSW 2138

3 months

3 months

### You can also register online at www.samsung.com.au/warranty

| CI             | USTOMER | INF | ORM | ATIO | N FOI | R REG | IST | RATIO | N   |      |  |
|----------------|---------|-----|-----|------|-------|-------|-----|-------|-----|------|--|
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| FIRST NAME:    |         |     |     |      | !_    |       |     |       | !   | !    |  |
| SURNAME:       |         |     |     |      |       |       |     |       |     |      |  |
|                |         |     |     |      |       |       |     |       |     |      |  |
| TITLE:         |         |     |     |      |       |       |     |       |     |      |  |
| ADDRESS:       |         |     |     |      |       |       |     |       |     |      |  |
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| SUBURB:        |         |     |     |      | POS   | Γ CO[ | DE: |       |     |      |  |
| STATE:         |         |     |     |      |       |       |     |       |     |      |  |
| EMAIL:         |         |     |     |      |       |       |     |       |     |      |  |
|                |         |     |     |      |       |       |     |       |     | _    |  |
| CONTACT NO: (P | PHONE)  |     |     |      |       |       |     |       |     |      |  |
| (OF            | FICE)   |     |     |      |       |       |     |       |     |      |  |
| (MC            | BILE)   |     |     |      |       |       |     |       |     |      |  |
| MODEL NAME:    |         |     |     |      |       |       |     |       |     |      |  |
| SERIAL NUMBER  | :       |     |     |      |       |       |     |       |     |      |  |
| DATE OF PURCH  | ASE:    |     |     |      |       |       |     | (DD   | /MM | /YY) |  |
| (MOBILE PHONE  | ONLY)   |     |     |      |       |       |     |       |     |      |  |
| GSM IMEI NO:   |         |     |     |      |       |       |     |       |     |      |  |
| CDMA ESN NO:   |         |     |     |      |       |       |     |       |     |      |  |

Thank you for your registration. All of your information strictly confidential. To serve you better, Samsung will send in about products you may be interested in. If for any reason, want to receive information from Samsung, please check the

Glue Shut & Post

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2. Fold Form

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### Age Group

| ☐Under 18<br>☐35-44   | □18-24<br>□45-54                                   | ☐ 25-34<br>☐ Over 55  |
|---|--|---|
| Household income  |  |   |
| □Under 10K<br>□50-70K   | □10-30K<br>□70-100K                                | □ 30-50K<br>□ 100K  |
| Occupation  |  |   |
| ☐ Architect ☐ Consultant ☐ Engineer ☐ IT ☐ Sales/Service ☐ Other (Specify): | □Banker □Doctor □Entrepreneur □Journalist □Teacher | ☐ Chartered Accountant☐ Government Of cer☐ Home Maker☐ Marketing☐ Retired |

### Q1. Which of the following best describes the primary reason for purchasing this Samsung Product?

| □Stylish design        | □Price            | ☐ Warranty Term & Service |  |
|------------------------|-------------------|---------------------------|--|
| □Features              | ☐ Easy to use     | ☐ Friend's recommendatio  |  |
| $\square$ Quality      | ☐Brand reputation | on                        |  |
| Q2. How would you rate | Samsung Brand ov  | erall?                    |  |
| Very good              | Average           | Not Good at all           |  |

□4

□3

### Q3. How did you first become aware of this Samsung product?

□5

□6

| □Outdoor Billboard □ | Internet   | □ TV<br>□ Store Display<br>□ Direct mail/Ca | □ Radi<br>talogue |
|----------------------|------------|---|-------------------|
| □ Salesperson □      | EXHIBITION | ⊐ Direct maii/Ca                            | talogu            |

# 04. When do you make a purchase decision?

| Before visiting a store | ☐ At the sto |  |  |  |
|-------------------------|--------------|--|--|--|
| 1. Detach               | 2. Glue      |  |  |  |

e flap seal and post

 $\square 2$ 

□1

# receive information from Samsung, please check this box. be interested in. If for any reason, you do not want to Samsung will send information about products you may will remain strictly confidential. To serve you better, Thank you for your registration. All of your information

| Ó∜ MHEN DO XON WAKE A PURCHASE DECISION?   |  |  |  |
|--|--|--|--|
| ewspaper<br>utdoor billboard<br>alesperson |  | Magazine Store display Direct mail/catalogue |  |

Warranty Form

Before visiting a store

billboard топоря

Q3. HOW DID YOU FIRST BECOME AWARE OF THIS SAMSUNG → □ S □ l 🗌 7 3 9 4

Very Good Q2. HOW WOULD YOU RATE THE SAMSUNG BRAND OVERALL?

Brand reputation Quality Easy to use Recommendation Features 🗌 Warranty Term & Service Stylish Design Price

| DESCRIBES THE PRIMARY |                       |                         |
|-----------------------|-----------------------|-------------------------|
|                       |                       | Other (Specify):_       |
| Retired               | Teacher               | Sales/Service           |
| Marketing             | ☐ ∫ournalist          | ΤΙ 🗀                    |
| Home Maker            | Entrepreneur          | Engineer                |
| Government Officer    | Doctor                | Consultant              |
| Chartered Accountant  | Banker Banker         | - Architect             |
|                       |                       | иоттачиээс              |
| □ 100K+<br>□ 30-20K   | ☐ 10-100K<br>☐ 10-30K | ☐ 20-70K<br>☐ Under 10K |

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| 32-44     | <b>∀</b> S-S <b>∀</b> | Over 5   |
|-----------|-----------------------|----------|
| Under 18  | 42-81 □               | ₩ 522-34 |
| AUONS 35A |                       |          |

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www.samsung.com/nz You can also register online at

**CUSTOMER INFORMATION FOR REGISTRATION** 

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS NEW ZEALAND

POST CODE:

### WARRANTY FOR SAMSUNG PRODUCTS (AUSTRALIA ONLY)

## **VACUUM CLEANERS**

(FOR USE IN A DOMESTIC, AND NOT IN A COMMERCIAL ENVIRONMENT) PART I GENERAL TERMS AND CONDITIONS

The Australian Competition and Consumer Act (2010) (including the Australian Consumer Law) as well as other Australian laws guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of Samsung consumer products sold in Australia.

In Australia, 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 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. What constitutes a major failure is set out in the Australian Consumer Law.

Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Competition and Consumer Act and other Australian laws. This Warranty gives you additional protection for your Samsung consumer product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below

## I. Coverage and Application

- A. Samsung Electronics Australia Pty Ltd of 8 Parkview Drive Homebush Bay NSW 2127 ("Samsung") warrants that your Samsung consumer product:
- is of acceptable quality;
- · does not have a latent defect.
- B. For the purpose of this Warranty, a "Samsung consumer product" is a hardware product which:
- · was manufactured by or on behalf of Samsung; and
- is used in a normal domestic environment, not a commercial
- bears a trade mark owned or used by Samsung (generally "SAMSUNG"); and
- · was sold by an Authorised Reseller or Distributor of Samsung; and

· was purchased in Australia, but does not include any hardware or software which is packaged or sold with a Samsung consumer product unless that is itself a Samsung consumer product or that item is incorporated into the Samsung consumer product or, in the case of software, pre-loaded onto the Samsung consumer product at the time of sale.

### II. Warranty Period

A. The period during which this Warranty is in effect will depend upon the Samsung product to which it relates. In all cases the commence-ment date for the period is the actual day of purchase, as reflected on the Authorised Reseller's or Distributor's invoice / receipt provided to you. The period during which each Samsung consumer product which is the subject of this Warranty is covered by this Warranty is identified in Part II of this Warranty.

### III. Warranty Claim

A. If you consider that the Samsung consumer product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings, and legal rights given to you under Australian Law (for example, it appears faulty, or does not work at all or properly), you can make a claim under this Warranty

A. If you wish to make a claim in relation to a Samsung consumer

part will be covered for the remainder of the original Warranty Period.

purchased Samsung product, the replacement Samsung product or

and serial number of the product. The effective transfer of this Warranty

Samsung consumer product, place and date of purchase, model, make

The notice should identify the name of the previous owner of the

notice to be provided to Samsung as follows: www.samsung.com/nz

sale of the subsequent owner's name and contact details, such

that Samsung is informed in writing within a reasonable time of the

consumer product, in the event of the sale of that product, provided

or transport costs incurred by Samsung or its agent in assessing

product is invalid, Samsung may charge you for any labour, parts

agent determine that your claim in respect of a Samsung consumer

**G.** If, following receipt of a claim under this Warranty, Samsung or its

might have in the circumstances, including your right to monetary does not otherwise detract from any other statutory rights which you

Any such resolution by Samsung of a claim under this Warranty by you

you immediately transfer ownership in any residual parts to Samsung.

consumer product or part to Samsung. If Samsung repairs the goods,

or refund, you immediately transfer ownership in the original Samsung

Warranty Period. If Samsung provides you with either a replacement

on its own merits and you may have statutory rights outside the

the tables in Part II of this Warranty, although each claim is assessed

The standard Samsung warranty periods are set out by product in

Samsung to pay you compensation for any reduction in the value of

of substantial character, you may reject the goods or require

• if the failure to comply with the warranty is a major failure or a failure

functionality rather than being repaired. Refurbished parts may be used

replaced by refurbished goods of the same type with equal or greater

obligations and at no cost to you. Goods presented for repair may be

the goods below the price paid or payable by you for the goods.

A. This Warranty is transferable to a subsequent owner of a Samsung

B. In cases of authorised product or part replacement of the original

does not otherwise alter the terms of this Warranty in any way.

B. Except where an International Product Warranty has been provided with your Samsung consumer product, warranty service will only be provided in the specific country where the Samsung consumer product was originally purchased. For example, if you have purchased the Samsung consumer product within Australia, warranty service will be limited to Australia only.

C. If you purchased this product in Australia and wish to make a claim under this Warranty, you should:

### contact 1300 362 603;

visit the nearest Samsung Customer Service Plaza; or

### visit www.samsung.com/au. PRODUCT ONLINE REGISTRATION

You can register your product online at www.samsung.com/au . While registration is not necessary to make a claim under this Warranty, it may assist Samsung to process any claim which you may make more quickly.

- D. When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the Samsung consumer product, whether in person, by email or by fax. A claim under this Warranty is not formally made unless and until that proof of purchase
- is provided. This does not detract from your statutory rights. E. You will not be able to gain the benefit of this Warranty without
- F. If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is valid (having regard to the terms of Part II of this Warranty),
- (a) if the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or replace the Samsung consumer product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances and with regard to Samsung's statutory obligations and at no cost to you. Goods presented for repair may be replaced by refurbished goods of the same type with equal or greater functionality rather than being repaired. Refurbished parts may be used to repair the goods; or
- (b) if the failure to comply with the warranty is a major failure or a failure of substantial character, you may reject the goods or require Samsung to pay you compensation for any reduction in the value of the goods below the price paid or payable by you for the goods.

The standard Samsung warranty periods are set out by product in the tables in Part II of this Warranty, although each claim is assessed on its own merits and you may have statutory rights outside the Warranty Period. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original Samsung consum-er product or part to Samsung. If Samsung repairs the goods, you immediately transfer ownership in any residual parts to Samsung. Any such resolution by Samsung of a claim under this Warranty by you does not otherwise detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.

G. If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your

### IV. Warranty Transferability

A. This Warranty is transferable to a subsequent owner of a Samsung consumer product, in the event of the sale of that product, provided that Samsung is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Samsung at

### www.samsung.com/au

The notice should identify the name of the previous owner of the Samsung consumer product, place and date of purchase, model, make and serial number of the product. The effective transfer of this Warranty does not otherwise alter the terms of this Warranty in any

B. In cases of authorised product or part replacement of the original purchased Samsung product, the replacement Samsung product or part will be subject to the remainder of the original Warranty Period You may have statutory rights in respect of a replacement product or part outside this period.

### V. Carry-In Repairs

- A. If you wish to make a claim in relation to a Samsung consumer product which you can reasonably transport to the nearest Samsung Customer Service Plaza or to an authorised repair service centre (as directed when you first make the claim under this Warranty), please bring, or send, that Samsung consumer product to that nearest Samsung Customer Service Plaza or authorised service centre for assessment, the cost of which will be borne by Samsung if your claim is determined to be valid pursuant to Part I of this Warranty. Whenever possible, the product should be returned in its original carton and packing or alternatively in packing suitable to prevent damage to the product. Samsung will not accept responsibility for damage to the product during this transport caused by unsuitable or inadequate
- If you believe it is not reasonable for you to bring or send a Samsung consumer product that is not included in the above list to a Samsung Customer Service Plaza or an authorised repair service centre Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the product the subject of the claim under this Warranty.
- B. If the Samsung product is located in a place which is greater than 50 kilometres (by road) from the nearest Samsung Customer Service Plaza or authorised repair service outlet, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the product the subject of the claim under this Warranty.

### VI. Warranty Exclusions

- A. This section identifies what is excluded under this Warranty.
- B. For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act or the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty as additional warranties or conditions are excluded.
- C. This Warranty does not extend to loss caused by normal wear and tear, fire, water (liquid spillage or ingression), theft, vermin or insect
- D. This Warranty does not cover damage caused by:
- misuse or abusive use of the Samsung consumer product;
- incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the Samsung consumer product);

to the product during this transport caused by unsuitable or circumstances and with regard to Samsung's statutory product. Samsung will not accept responsibility for damage each case depending upon what is reasonable in the alternatively in packing suitable to prevent damage to the similar product or refund you the cost of a replacement, in product should be returned in its original carton and packing or or replace the Samsung consumer product with the same or valid pursuant to Part I of this Warranty. Whenever possible, the for the cost of a repair of the Samsung consumer product, will be borne by Samsung if your claim is determined to be consumer product or, if authorised by Samsung, pay you authorised service centre for assessment, the cost of which character, Samsung or its agent will either repair the Samsung product to that nearest Samsung Customer Service Plaza or the warranty is not a major failure or a failure of substantial this Warranty), please bring, or send, that Samsung consumer if the goods can be repaired and the failure to comply with service centre (as directed when you first make the claim under of Part II of this Warranty), and: Samsung Customer Service Plaza or to an authorised repair product which you can reasonably transport to the nearest

V. Carry-In repairs

- for customers in New Zealand.

IV. Warranty Transferability

compensation for a valid claim.

your ciaim.

to repair the goods; or

a) Samsung consumer product is valid (having regard to the terms

product is valid (having regard to the terms of Part II of this Warranty), agent determine that your claim in respect of a Samsung consumer F. If, following receipt of a claim under this Warranty, Samsung or its within the Warranty Period.

This Warranty does not cover any defects not notified to Samsung making a claim. A claim must be made within the Warranty Period. E. You will not be able to gain the benefit of this Warranty without is provided. This does not detract from your statutory rights.

Warranty is not formally made unless and until that proof of purchase product, whether in person, by email or by fax. A claim under this provide a copy of your proof of purchase of the Samsung consumer D. When you make any claim under this Warranty it is essential that you

which you may make more quickly. a claim under this Warranty, it may assist Samsung to process any claim customers in New Zealand. While registration is not necessary to make You can register your product online at www.samsung.com/nz for

# PRODUCT ONLINE REGISTRATION

- c) visit www.samsung.com/nz.
- p) visit the nearest Samsung Customer Service Plaza; or
  - a) contact 0800 SAMSUNG (726786); claim under this Warranty, you should:
- C. If you purchased this product in New Zealand and wish to make a service will be limited to New Zealand only. purchased the Samsung product within New Zealand, warranty

product was originally purchased. For example, if you have be provided in the specific country where the Samsung consumer with your Samsung consumer product, warranty service will only B. Except where an International Product Warranty has been provided

you can make a claim under this Warranty. (for example, it appears faulty, or does not work at all or properly), undertakings, and legal rights given to you under New Zealand Law

or is otherwise not compliant with the conditions, warranties, have purchased is not of acceptable quality, has a latent defect, A. If you consider that the Samsung consumer product which you

# III. Warranty Claim

is identified in Part II of this Warranty. product which is the subject of this Warranty is covered by this Warranty provided to you. The period during which each Samsung consumer reflected on the Authorised-Reseller's or Distributor's invoice \ receipt commencement date for the period is the actual day of purchase, as the Samsung consumer product to which it relates. In all cases the The period during which this Warranty is in effect will depend upon

# II. Warranty Period

product. couznmer product unless that is itself a Samsung consumer psigmare or software which is packaged or sold with a Samsung (e) was purchased in New Zealand, but does not include any

(d) was sold by an Authorised Reseller or Distributor of Samsung;

"SAMSUNG"); and (c) pears a trade mark owned or used by Samsung (generally

environment; and (b) is used in a normal domestic environment, not a commercial

(a) was manufactured by or on behalf of Samsung; and a hardware product which:

B. For the purpose of this Warranty, a "Samsung consumer product" is (b) does not have a latent defect.

(a) is of acceptable quality; 29msnud cousnmer broduct:

Way, Northcote, Auckland 0627 ("Samsung") warrants that your A. Samsung Electronics New Zealand Limited of 24 The Warehouse

# I. Coverage and Application

barties, subject to the exclusions, terms and conditions below. resolving warranty claims which will be quickest and simplest for all Samsung consumer product, and identifies a preferred approach to and other laws. This Warranty gives you additional protection for your other legal rights, under the New Zealand Consumer Guarantees Act to modify or exclude the conditions, warranties and undertakings, and an individual consumer's point of view. Nothing in this Warranty purports major failure is an objective test of reasonableness and not necessarily for any other reasonably foreseeable loss or damage. What constitutes a replacement or refund for a major failure of the goods and compensation if the goods fail to be of acceptable quality. You are also entitled to a Guarantees Act. You are entitled to have the goods repaired or replaced contemplated by section 43(2) of the New Zealand Consumer modified nor excluded by any contract, except in those circumstances Zealand. For products sold in New Zealand, these guarantees cannot be and fitness for purpose of Samsung consumer products sold in New undertakings, and give you other legal rights, in relation to the quality laws in the jurisdiction guarantee certain conditions, warranties and The New Zealand Consumer Guarantees Act (1993) as well as other

# PART I GENERAL TERMS AND CONDITIONS

### (FOR USE IN A DOMESTIC, NOT A COMMERCIAL ENVIRONMENT) (VACUUM CLEANERS)

WARRANTY FOR CONSUMER PRODUCTS (NEW ZEALAND ONLY)

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