

CUSTOMER INFORMATION FOR REGISTRATION

- D. With any on-site visit, while Samsung will make all efforts to fix the Samsung product on-site, there may be instances when the product must be taken back to a Samsung Customer Service Plaza or to an authorised repair service centre for further testing. In these circumstances, you agree to let any designated



Authorised Samsung Service Personnel pick up and take the product for further testing, at the cost of Samsung.

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, 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 ingress), theft, vermin or insect infestation.
- D. This Warranty does not cover damage caused by:
- misuse or abusive use of the Samsung product including physical abuse;
 - incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the Samsung product);
 - improper installation;
 - incorrect or improper maintenance or failure to maintain the Samsung product;
 - failure to clean or improper cleaning of the product (including heads, internal cavities, user accessible filters);
 - 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 Samsung's control;
 - exposure to excessive heat, moisture or dampness;
 - exposure to abnormally corrosive conditions;
 - use of non authorised/non-standard, defective or incompatible parts;
 - password setting/ resetting and computer virus;
 - brightness deterioration or uniformity deterioration caused naturally as time passes;
 - image sticking caused by a fixed image or pattern;
 - any software not packaged or sold with the Samsung product;
 - repair, modification or other work carried out on the Samsung product other than by Authorised Samsung Service Personnel.
- E. This Warranty does not cover Samsung products purchased in an auction.
- F. If the Samsung 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: lamps and other parts classifiable as a consumable part.
- H. This Warranty does not cover Samsung 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).
- I. This Warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction. Please note that the repair of goods may result in loss of data.
- J. This warranty does not cover the de-installation and re-installation of the Samsung product.
- K. This warranty does not cover a Samsung product which is installed in an

area which is not easily accessible by a service technician (including without limitation above floor level). For health and safety reasons, the Samsung product must be uninstalled and at floor level for accessibility by the service technician.

This Warranty does not cover any defects not notified to Samsung within the Warranty Period, however, you may also have statutory rights outside of the Warranty Period.

PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

I. Parts (Options) and Accessories Warranty

- 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 those which are supplied within the box of the Samsung product for which they are to be used (**In-Box**), and those which are supplied separately from a Samsung product for use with it (**Out-Box**).
1. In-Box
- All remote controls purchased with the Samsung product are covered under this Warranty for the same period as the Samsung product purchased.
 - All other Samsung parts and accessories (including batteries) purchased together with the Samsung product are covered under this Warranty for a period of 6 months. Generally Samsung will replace the defective part or accessory which is the subject of the claim during this 6 month period.
 - 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.
2. Out-Box:
- Parts and accessories purchased from Authorised Samsung Resellers and Distributors are generally covered under this Warranty from a 3 month to 6 month warranty period. Please refer to the specific period below.

Product	Warranty Period		Special conditions
	In-Box	Out-Box	
Standard Remote Controls Other Parts, Accessories	Unit warranty	6 months	Replacement Warranty
TM Series Touch Module Overlays	3 year warranty	n/a	
Samsung Interactive MagicWB Software USB	1 year warranty	n/a	Replacement Warranty
Other Consumables	n/a	3 months	
Optional PC Media Player Modules to suit Commercial Displays. SBB Series: Plug-in Modules, Set Back Boxes and Slide-in modules	3 year warranty without limitation of usage		
Samsung Signage Solution Software (MagicInfo Series)		90 days	
Stands	Unit warranty	12 months	

II. Parts and Labour Warranty

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

III. Warranty By Product Table

The table below in this sub-paragraph summarises the standard warranty period for claims under this Warranty, although each claim is assessed on its own merits. You may have statutory rights outside of the Warranty Period. 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. In some instances the appropriate response to the claim will differ from the warranty period noted below.

Product	Warranty Period
LCD (Liquefied Crystal Display) Monitors sized 49 inches or below	3 years warranty (for under 12 hours use a day)*
Commercial Large Format Displays sized 10 inches or above	3 years warranty (for under 16 hours use a day)*
Commercial Large Format Displays sized 22 inches or above	3 years warranty (without limitation of usage)*
Hospitality Televisions (HG series)	3 years warranty (for under 10 hours use a day)*
Commercial TV (BE, BH series)	3 years warranty (for under 16 hours use a day)*
LED Signage (IW, IF, IE series)	3 years warranty (without limitation of usage)*
Projectors	1 year warranty

* For maximum usage hours per day, please refer to the user manual or consult Samsung.

For (Company) _____

Purchased From _____

Unit Model _____

Serial No. _____

Owner _____

FOR SERVICE PLEASE CALL
1300 362 603

Visit: www.samsung.com.au/support

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS AUSTRALIA



BN68-05971B-08

SAMSUNG

SAMSUNG

Delivery Address:
PO Box 63
CONCORD WEST NSW 2138

No stamp required
if posted in Australia



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

PLEASE GLUE HERE