

Samsung will not accept responsibility for damage to the product during this transport caused by unsuitable or inadequate packing.

B. If you make a claim under this Warranty in relation to a Samsung product of the type referred to in sub-paragraph (C), Samsung or its agent will send Authorised Samsung Service Personnel to the place where that Samsung product is located to assess the warranty claim and, if necessary repair, the product on-site, at Samsung's cost.

C. On-site service is available for the following Samsung products;
• Hospitality televisions with a screen size of 33 inches or greater,
• commercial large format displays
• network monitors.

In addition, if you believe it is not reasonable for you to bring or send a Samsung 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. If this 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.

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-authorized 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;
• burned-in images resulting from viewing an image on the display screen for an extended period of time in breach of the product's operating instructions;

• 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.

L. This Warranty does not cover damage caused by: damage that occurs during shipment of the product once the product has been purchased by the purchaser. Please contact the relevant retailer in this circumstance e.g. if the product was purchased on the Samsung online store (www.samsung.com/au) please contact our Customer Centre (1300 362 603) and we will help you with the return process.

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**).

Parts and Accessories	Warranty Period	
	In box	Out box
Standard Remote Controls, Other Parts	Unit warranty	6 months
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
Accessories	(only sold on out-box basis)	12 months

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.

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.

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)*
E-Board (WMB, WAC, WAD)	3 years warranty (for under 12 hours use a day)*
Projectors	1 year warranty
OLED Monitors Sized 50" or below	3 years warranty (for under 8 hours use a day)*

* 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-12

SAMSUNG

No stamp required
if posted in Australia

Delivery Address:
PO Box 63
CONCORD WEST NSW 2138

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

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PLEASE GLUE HERE