

to be returned to your nearest Samsung Customer Service Plaza or authorised repair service outlet where service is required. If however you believe that you are unable to bring or send any Samsung product to a Samsung Customer Service Plaza or an authorised repair service centre owing to the size, features or any other characteristic of the product, 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 your 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 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. Unless otherwise stated, this Warranty does not extend to loss caused by normal wear and tear, fire, water (liquid spillage or ingress), theft, vermin or insect infestation. This exclusion for loss caused by water (liquid spillage or ingress) does not apply to the Terrace, subject to paragraph K below.
 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, including in the case of The Terrace a location which exposes the product to direct sunlight, heavy dust or extreme weather conditions (as stated in the Product Operation Manual or manufacturer's instructions provided with The Terrace);
 - incorrect or improper maintenance or failure to maintain the Samsung product;
 - failure to clean or improper cleaning of the product;
 - incorrect voltage or non-authorized electrical connections; or

- using the Samsung product for commercial purposes including displaying timetables, signage or other static display.
- 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;
- burned-in images resulting from viewing an image on the display screen for an extended period of time;
- use of products, equipment, systems, utilities, services, parts supplies accessories, applications, installations, repairs, external wiring or connectors not supplied or authorised by Samsung;
- 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 any defects not notified to Samsung within the Warranty Period, however, you may also have statutory rights outside the Warranty Period.
 K. This Warranty does not cover water damage to The Terrace where the water damage was caused by:
- user damage to the casing/enclosure of The Terrace;
 - water projected by a source greater than 6.3mm against enclosure from any direction or submersion in water; or
 - water projected at greater than 30KPa (4.4 PSI) with a water volume greater than 12.5litres/minute for more than 3 minutes.

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**).
- In-Box
 - All remote controls purchased with the Samsung product are covered under this Warranty for the same period as the Samsung product purchased.
 - Generally Samsung will replace the defective part or accessory which is the subject of the claim.
 - 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.
 - Out-Box:
 - All other Samsung Parts and accessories purchased together with the Samsung product or purchased from Authorised Samsung Resellers and Distributors are generally covered under this Warranty from a 3 month to 1 Year warranty period. Please refer to the specific period below.

Parts and Accessories	Warranty Period	
	In-Box	Out-Box
Remote or other parts	Unit warranty	6 months
TV accessories or Stands	Unit warranty	12 months
Any other consumables	Unit warranty	3 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 Samsung warranty period 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. 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/LED, PDP, OLED Television	1 year
Micro LED	1 year
The Terrace	3 years

For (Company) _____
 Purchased From _____
 Unit Model _____
 Serial No. _____
 Owner _____

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 Visit: www.samsung.com.au/support

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