

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS AUSTRALIA

You can also register online at  
[www.samsung.com.au/warranty](http://www.samsung.com.au/warranty)

#### CUSTOMER INFORMATION FOR REGISTRATION

FIRST NAME:		EMAIL:	
SURNAME:		CONTACT NO: (PHONE)	
TITLE:		(OFFICE)	
ADDRESS:		(MOBILE)	
SUBURB:		MODEL NAME:	
STATE:		SERIAL NUMBER:	
		DATE OF PURCHASE:	
			(DD/MM/YY)

(MOBILE PHONE ONLY)

GSM IMEI NO:	
CDMA ESN NO:	

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

When you complete and return this warranty card to us, we collect your personal information for the purposes set out in our Privacy Policy, which is available at [www.samsung.com.au](http://www.samsung.com.au). Our Privacy Policy also explains how we collect, use, store and disclose your personal information (including our disclosure to overseas recipients), the consequences for you if we do not collect this information, and the way in which you can access and seek the correction of your personal information or complain about a breach of privacy law.

Age Group

<input type="checkbox"/> Under 18	<input type="checkbox"/> 18-24	<input type="checkbox"/> 25-34
<input type="checkbox"/> 35-44	<input type="checkbox"/> 45-54	<input type="checkbox"/> Over 55
Household income		
<input type="checkbox"/> Under 10K	<input type="checkbox"/> 10-30K	<input type="checkbox"/> 30-50K
<input type="checkbox"/> 50-70K	<input type="checkbox"/> 70-100K	<input type="checkbox"/> 100K

Occupation

<input type="checkbox"/> Architect	<input type="checkbox"/> Banker	<input type="checkbox"/> Chartered
<input type="checkbox"/> Consultant	<input type="checkbox"/> Doctor	<input type="checkbox"/> Government Officer
<input type="checkbox"/> Engineer	<input type="checkbox"/> Entrepreneur	<input type="checkbox"/> Home Maker
<input type="checkbox"/> IT	<input type="checkbox"/> Journalist	<input type="checkbox"/> Marketing
<input type="checkbox"/> Sales/Service	<input type="checkbox"/> Teacher	<input type="checkbox"/> Retired

☐ Other (Specify):

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

<input type="checkbox"/> Stylish design	<input type="checkbox"/> Price	<input type="checkbox"/> Warranty Term & Service
<input type="checkbox"/> Features	<input type="checkbox"/> Easy to use	<input type="checkbox"/> Friend's recommendation
<input type="checkbox"/> Quality	<input type="checkbox"/> Brand reputation	

Q2. How would you rate Samsung Brand overall?

Very good	Average	Not Good at all
<input type="checkbox"/> 7 <input type="checkbox"/> 6	<input type="checkbox"/> 5 <input type="checkbox"/> 4	3 <input type="checkbox"/> 2 <input type="checkbox"/> 1

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

<input type="checkbox"/> Magazine	<input type="checkbox"/> Newspaper	<input type="checkbox"/> TV
<input type="checkbox"/> Radio		
<input type="checkbox"/> Outdoor Billboard	<input type="checkbox"/> Internet	<input type="checkbox"/> Store
<input type="checkbox"/> Display	<input type="checkbox"/> Exhibition	<input type="checkbox"/> Direct mail/Catalogue

Q4. When do you make a purchase decision?

<input type="checkbox"/> Before visiting a store	<input type="checkbox"/> At the store
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1. Detach Warranty Form	2. Glue flap, fold over, seal and post
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(AUSTRALIA ONLY)

#### AV Accessories \*

(\*3rd Party Non-Samsung Branded Accessories)

#### PART I GENERAL TERMS AND CONDITIONS

The Australian Competition and Consumer Act (2010) (including the Australian Consumer Law) as well as other laws in Australia guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of products sold in Australia. In Australia, 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 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 3 Murray Rose Avenue, Sydney Olympic Park NSW 2127 ("Samsung") warrants that your authorized third party product:
- is of acceptable quality;
  - does not have a latent defect.
- B. For the purpose of this Warranty, an "authorised third party product" is a product which:
- was manufactured by a third party (not Samsung);
  - does not bear a trade mark owned or used by Samsung;
  - was sold by an Authorised Reseller or Distributor of Samsung;
  - was purchased in Australia; and

– is expressly list as being an authorised third party product in Part II of this warranty card, but does not include any hardware or software which is packaged or sold with the authorised third party product unless that is itself an authorised third party product or, that item is incorporated into the authorised third party product or, in the case of software, pre-loaded onto the authorised third party product at the time of sale. For the avoidance of doubt, third party products and accessories which are not listed in Part II are expressly excluded from coverage under this warranty.

#### II. Warranty Period

The period during which this Warranty is in effect will depend upon the authorized third party product to which it relates. In all cases the commencement 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 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 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.
- B. Except where an International Product Warranty has been provided with your product, warranty service will only be provided in the specific country where the product was originally purchased. For example, if you have purchased the 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](http://www.samsung.com/au).

- D. When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the 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 making a claim. A claim must be made within the Warranty Period. This Warranty does not cover any defects not notified to Samsung within the Warranty Period.
- F. If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a product is valid (having regard to the terms of Part II of this Warranty), and:
- (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 product or, if authorised by Samsung, pay you for the cost of a repair of the product, or replace the 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 goods cannot be repaired or 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 type 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 of the Warranty Period. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original 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 product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your claim.

#### IV. Warranty Transferability

A. This Warranty is transferable to a subsequent owner of a 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](http://www.samsung.com/au)

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

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

#### V. 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 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 product);
- improper installation;
- incorrect or improper maintenance or failure to maintain the 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 product;
- repair, modification or other work carried out on the product other than by Authorised Samsung Service Personnel.

E. This Warranty does not cover products purchased in an auction.

F. If the 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 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 product.

K. This warranty does not cover a 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 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

This part of the Warranty identifies Samsung's preferred approach to resolving warranty claims in relation to parts and accessories.

##### II. Parts and Labour Warranty

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

Product	Warranty Period
Stands (Freestyle Stand)	1 year warranty
Other AV Accessories* (*3rd Party Non-Samsung Branded Accessories)	1 year warranty

For (Company) \_\_\_\_\_

Purchased From \_\_\_\_\_

Unit Model \_\_\_\_\_

Serial No. \_\_\_\_\_

Owner \_\_\_\_\_

FOR SERVICE PLEASE CALL  
**1300 362 603**  
Visit: [www.samsung.com.au/support](http://www.samsung.com.au/support)

PLEASE TEAR OFF THIS SECTION AND RETURN TO  
SAMSUNG ELECTRONICS AUSTRALIA



BP81-00667A-00

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