

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.
- 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 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, and other parts classifiable as a consumable part.
- H. This Warranty does not cover any Samsung-branded audio and video products which are or have been installed in a movable dwelling such

as a caravans (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 such contexts.

- 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. 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.
- 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;
 - 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 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 it, (**Out-Box**).

1. In-Box
- All remote controls purchased with the Samsung consumer product are covered under this Warranty for the same period as the Samsung consumer product purchased.
 - All other Samsung parts and accessories (including batteries) purchased together with the Samsung consumer 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 1 year warranty period. Please refer to the specific period below.

Product	Warranty Period (In-Box)	Warranty Period (Out-Box)	Special conditions
Remote Controls (for all products)	Unit warranty	6 months	Excludes misuse and customer induced damage
Other Parts and Accessories	6 months	3 months	
Other Consumables	n/a	n/a	n/a
Wall-mount	n/a	12 months	n/a

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 Warranty.

III. Warranty By Product Table

The table below in this sub-paragraph summarises Samsung's preferred approach to resolving claims under this Warranty, although each claim is assessed on its own merits. 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 approach noted below.

Product (Digital Media Products)	Warranty Period
MP3 Player, Music Center/ Wireless Audio with Dock	1 year
Blu-Ray and DVD Player/Recorder, Set top box, Home Theatre	
The Terrace Soundbar	

For (Company) _____

Purchased From _____

Unit Model _____

Serial No. _____

Owner _____

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