



Changhong Electric (Australia) Pty Ltd
 ABN: 32 095 276 181
 2/251 Ferntree Gully Rd, Mt Waverley, VIC, 3149
 Website: <http://www.changhong.com.au>

**TELEVISION
 WARRANTY CARD**

Version 01.2017

Customer Assistance: 1300 796 688
 Tel: 03 8545 7388 Fax: 03 8545 7343
 Email: service@changhong.com.au

IMPORTANT

- Please read this warranty card and complete the warranty registration form.
- Keep this document with the original proof of purchase for any claim under warranty.
- To make a claim under warranty, contact Changhong Australia on the customer assistance line 1300 796 688.

****PLEASE KEEP THIS CARD WITH THE ORIGINAL PURCHASE DOCUMENTS IN A SAFE PLACE****

TERMS AND CONDITIONS

Please refer firstly to the User Manual to ensure the correct installation and operation procedures have been followed. In particular, refer to the trouble shooting guide supplied with the product manual before contacting Changhong Australia for assistance.

For Domestic Use:

Model	Items	Warranty	Warranty Type
	Remote Controls & Accessories	12 Months	Repair or Replacement
LCD/LED	32 Inches and below	36 Months	Parts and Labour (Carry in Service)
LCD/LED	33 Inches and above	36 Months	Parts and Labour (In home Service)

For Commercial Use:

Model	Items	Warranty	Warranty Type
All Models	Remote Controls & Accessories	12 Months	Repair or Replacement
	TV Set	12 Months	Parts and Labour (33 Inches and above in home service)

Note:

"Domestic Use" means relating to personal and/or household family use only.

"Commercial Use" means used in commerce and/or commercial enterprises (including but not limited to hotels, motels, stores, commercial building, etc)

Our 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 for 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. The benefits given by this warranty are in addition to other rights and remedies which you may have under a law in relation to the goods or services to which this warranty relates.

INFORMATION TO KNOW BEFORE LOGGING IN A CLAIM

1. To make a claim under warranty, contact Changhong Australia on the customer assistance line 1300 796 688. Please get model number and serial number ready.
2. Changhong Australia will require original purchase documents and a copy of this card with the completed registration information overleaf, in order to process a claim.
3. It is up to the consumer to also provide Changhong Australia or its authorised service centre a detailed verbal or written description of the problem with the product. Changhong Australia or its authorised service centre will not take any action until this has been provided.
4. As the product is fragile, if transporting the product to Changhong Australia or one of its authorised service centres, ensure that it is packed appropriately. Changhong Australia accepts no responsibility for damage of the product while in transit to or from Changhong or its authorised service agent if the consumer has arranged transportation directly.
5. If the warranty claim is valid and it is an in-home service model, Changhong will pay the expenses incurred in sending the product to Changhong Australia or one of its authorised service centres. Except to the extent that the consumer is determined to have a valid warranty claim, Changhong Australia does not accept any responsibility for the delivery of goods to it or its authorised service centre or return of those goods to the consumer. Changhong Australia will not accept any liability for damage to goods because those goods have been mishandled by the consumer or any third party in any manner whatsoever. Changhong Australia may in its unfettered discretion determine whether goods have been mishandled and damaged.

NON WARRANTY ISSUE

Any repair performed on a product under the warranty where no fault can be found, or the item is deemed by Changhong, or an authorised Changhong agent, to be not faulty under this warranty, or the repair or fault is not covered under the warranty, a No Fault Found fee is payable by the warranty holder of a minimum of \$110.00 including GST.

WARRANTY

6. This warranty does not apply if the product:

- a) Ceases to carry the original manufacturers serial number, is sold at auction or sold as second hand;
- b) Is repaired, serviced or interfered with (in any way) other than by Changhong Australia or its authorised service centre;
- c) Is damaged by:
 - improper installation;
 - misuse, neglect, accidental damage or modifications;
 - normal wear and tear;
 - failure to properly clean the product or any part;
 - failure to properly maintain and service the unit;
 - infestation such as insects or vermin;
 - incorrect operation;
 - power surges, electrical storm damage or incorrect power supply;
 - excessive use;
 - use of faulty or leaking batteries;
 - incorrect voltage;
 - natural disaster and/or act of god;
 - an accessory, component or other equipments not supplied by Changhong Australia.
- d) Is used or sold outside of Australia.

CLAIM PROCEDURE

7. To make a claim under the warranty, contact Changhong Australia with the warranty information and to find out the nearest authorised service centre. Changhong Australia will provide the consumer with a reference number and advise if the service will be in-home pick up, carry in repair, in-home repair or in-home replacement.
8. Changhong Australia will not be responsible for the cost of insurance associated with transport to and from an authorised service centre. Similarly Changhong Australia will not be responsible for any damage or loss that occurs during transit to or from any authorised service centre.
9. Proof of purchase documents and warranty information the completed warranty registration form and a detailed written description of the problem that the consumer is experiencing must be provided to Changhong Australia or the authorised service agent. No repairs will be undertaken if this has not been provided.
10. Failure to produce adequate proof of purchase will result in the claim not being accepted and any repairs carried out will be at the consumer's expense.

LIABILITY

- 11. Should the consumer feel that Changhong Australia is in breach of this warranty; a written response needs to be directed to Changhong Australia.
- 12. If a valid claim is made under this warranty, Changhong Australia will at its selection:
 - a) repair the product;
 - b) replace the product or supply an equivalent product;
 - c) pay the cost of replacing the product or acquiring an equivalent product; or
 - d) pay the cost of having the product repaired.
- 13. If Changhong provides the consumer with either a replacement or equivalent product or payment, the consumer immediately transfers ownership in the original product to us. Changhong Australia will not guarantee the provided replacement to be new and the replacement product will be determined by Changhong Australia acting reasonably.
- 14. The commencement of the warranty will be the date that the consumer takes possession of the original product. The warranty date will not be affected by any warranty repairs and/or exchanges.

DEFINITIONS

15. In these Terms and Conditions the following definitions are as follows:

- Authorised Service Centre:** A certified person or company whom carries out, among other things, repair and service work as the authorized agent for Changhong Australia and who appears in lists maintained and published by Changhong Australia.
- Changhong Australia:** Changhong Electric (Australia) Pty. Ltd.
- Product:** The item sold to the consumer and appearing under the definition of "Term", but does not include any accessories or consumable supplied with any products (including items such as plastic/glass accessories, bowls, evaporator pan, ice trays, crispers, shelves, air filters valves, strainers, extension pipes, control knobs/buttons, cables etc).
- Term:** means the warranty duration period applying to the product as set out in this document. This warranty period commences on the date of purchase.

** Changhong Electric (Australia) Pty. Ltd. has the right to determine if the warranty claim is valid and may reject any such claim.*

Warranty Registration Form

Changhong Electric (Australia) Pty Ltd recommends keeping a copy of this form with the original proof of purchase documents for any service claim under warranty. Please fax or email one registration per product and a copy of the proof of purchase to: 03 8545 7343 / service@changhong.com.au or post to:

Changhong Electric Warranty Registrations

2/251 Ferntree Gully Rd

Mt Waverley VIC 3149

Personal Information			
First Name:			Surname:
Address:	City/Town:	State:	Post Code:
Phone: ()	Mobile:		
Product Information			
Model Number*:			
Serial Number*:			
Date of Purchase:	/ /	Store Name:	Store Location:

* Locate the model & serial number on the rear/side of the product or carton



Warranty Registration Form

Please complete the details below. And send/post/Fax to Changhong Electric (Australia) Pty Ltd within **14** days of the purchase date. It helps us proceed quickly in the event of a warranty service.

Personal Information			
First Name:			Surname:
Address:	City/Town:	State:	Post Code:
Phone: ()	Mobile:		
Product Information			
Model Number*:			
Serial Number*:			
Date of Purchase:	/ /	Store Name:	Store Location:

* Locate the model & serial number on the rear/side of the product or carton