

# Palsonic

## The AUSTRALIAN Company

N.G. Enterprises Pty Ltd ABN 17 000 263 874

1 Joynton Avenue, Waterloo NSW 2017 Australia

Telephone 1300 657 888 Facsimile (02) 9313 7555 Email [customerservice@palsonic.com.au](mailto:customerservice@palsonic.com.au) Website [www.palsonic.com.au](http://www.palsonic.com.au)

### 3 Year Manufactures + 2 Years Bonus for PALSONIC Television Warranty for PT3215SH, PT4315SU, PT4915SU, PT5525SU, PT6525SU & PT7525SU

Subject to the terms and conditions as described below. You have the opportunity to extend the standard 3 year into a 5 year Warranty by purchasing one of the eligible models between 1st March 2019 and 30 June 2019. You must keep your original Proof of Purchase (receipt) for any service requirements you may have during the period of this warranty. Palsonic warrants that the product nominated in this warranty will be covered for parts and labour for a period of 5 years from the purchase date.

**NOTE: Warranty on remote controls strictly 12 months ONLY**

This warranty is only valid within Australia

*\*Applies for domestic private use only. For commercial warranties please contact Palsonic.*

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## Warranty terms and conditions

This Palsonic product is warranted by PALSONIC to be free from defects in material and workmanship under normal domestic use and reasonable care (in the opinion of Palsonic) within Australia for a period of 5 years from the date of original purchase covering both parts and labour. (proof of purchase as per the original purchase invoice must be supplied)

This product can only be repaired under this warranty by Palsonic or by a Palsonic Authorised service centre as appointed by Palsonic.

All freight and insurance charges are the responsibility of the owner and must be prepaid by the owner. Wherever possible the product should be returned in its original packing or alternatively in a suitable carton and packing so as to prevent damage to the product. The company shall not accept any responsibility for damage caused by inadequate or unsuitable packaging.

This warranty does not cover any product which has been subjected to misuse, abuse, neglect, accidental damage, heat, moisture, dust, improper voltage or any alteration which affects the reliability or performance of the unit, not attributable to faulty manufacture, parts or labour. This warranty does not cover free parts and labour for any product which is faulty or defective in condition (in the opinion of Palsonic) as a result from the owner, tampering by unauthorised persons or incompatibility with other equipment.

This warranty does not cover charges resulting from service rendered outside normal business hours and/or mileage charged by an Authorised service centre. The company accepts no additional liability pursuant to this warranty for transportation expenses of the product or parts to and from the service centre or dealer. In the event that the supply of goods or services pursuant to this agreement is a supply of goods or services to a consumer as defined in the Competition and Consumer Act 2010 (as amended) ("the Act"), nothing contained in this agreement excludes, restricts or modifies any condition, warranty, right or remedy which, pursuant to the Act, applies to this agreement or is conferred upon the customer, provided that to the extent that the Act permits PALSONIC to limit its liability for a breach of a condition or a warranty implied by the Act, then such liability is limited to:

- In the case of goods supplied pursuant to this agreement, the payment of the cost of replacing the goods or of acquiring equivalent goods.
- In the case of services supplied pursuant to this agreement, the payment of the cost of services supplied again

#### REPLACEMENT ITEMS:

Replacement items are "LIKE for LIKE" and is NOT "NEW for OLD" and does not indicate in any way that a faulty product will be replaced with a new part or unit. "LIKE for LIKE" may be either quality controlled and checked (QC) refurbished or reconditioned unit of the same and equivalent model, size, specification or features.

Our goods come with guarantees which 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.

This Warranty is given by: Palsonic Corporation Pty Limited ABN 34 000 474 108 of 1 Joynton Avenue, Waterloo NSW 2017 and the benefits given are in addition to any rights and remedies available to the consumer under any law relating to the goods and services to which the warranty relates.

Consumers wishing to make a warranty claim and request service pursuant to this warranty should contact PALSONIC CUSTOMER CARE 1300 657 888 or email: [customerservice@palsonic.com.au](mailto:customerservice@palsonic.com.au). You can also post your claim to the Customer Service Department, Palsonic Corporation, 1 Joynton Avenue, Waterloo NSW 2017.

# Evolve Series TV

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1 Joynton Avenue, Waterloo NSW 2017 Australia

Telephone 1300 657 888 Facsimile (02) 9313 7555 Email [customerservice@palsonic.com.au](mailto:customerservice@palsonic.com.au) Website [www.palsonic.com.au](http://www.palsonic.com.au)

## Warranty: For Warranty claims or service call CUSTOMER CARE on 1300 657 888

1. This warranty is not transferrable and protects only the original purchaser of the product.
2. Palsonic shall be under no obligation in any case in which:
  - (a) The defect or other condition of the product or any part thereof is due in any way to undue wear and tear, dirt, misused, incorrect installation or operation, neglect, accident or similar cause.
  - (b) The product has been altered or repaired by a person other than the Palsonic or its accredited service centres.
  - (c) The Serial Number has been altered, defaced or removed. Original owner cannot provide proof of purchase as per the original purchase invoice.
  - (d) The product is rented, sold in auction. Electrical storm damage, damages caused by scratching, chipping, staining, rust or corrosion.
  - (e) Any dents, scratches to paintwork and the likes of need to be notified to Palsonic on the same day of delivery to qualify for warranty replacement.
3. Palsonic warranty does not apply to: light globes and other accessories, control knobs, power plugs, glass or plastic accessories, cabinetry and aesthetic items.
4. "Domestic" use means relating to personal and/or household family use only.
5. Palsonic will not in any event be liable for any consequential loss or damage whatsoever, direct or indirect other than as provided for under the Australian Consumer Law.
6. This warranty is only valid within Australia & New Zealand.

PALSONIC CORPORATION PTY LTD. warrants this Palsonic product for 3 years against original factory imperfections in material and workmanship. Such service as may be necessary as result of accident or abuse is not induced. The three year Warranty covers all parts and labour that may become faulty as a result of manufacturing. The cabinet and controls that are damaged, broken or lost as a result of misuse, neglect, wear and tear or general usage are not covered under this Warranty. The product must be returned to Palsonic for repair or nominated Palsonic service center.

### Warranty service arrangements

Should any defect in the product become apparent within the period of the Warranty, the purchaser should immediately contact Palsonic CUSTOMER CARE on 1300 657 888 for assistance. Transportation and Freight costs involved in the sending and return of the product to Palsonic is the responsibility of the purchaser.

### Please retain this portion of the Warranty for your reference.

Palsonic Corporation Pty Ltd ABN 34 000 474 108. 1 Joynton Avenue, Waterloo NSW 2017 Australia.

Telephone (02) 9313 7111 Facsimile (02) 9697 0655 [www.palsonic.com.au](http://www.palsonic.com.au)

# Evolve *Series* TV