

## ALIAN ELECTRONICS WARRANTY INFORMATION (Dec 2010)

Alian Electronics products are constructed to rigid quality control standards and should provide reliable service for many years. Unless otherwise specified, a warranty period of 12 months applies all goods purchase from Alian Electronics.

This warranty applies to the purchase of all Alian Electronics products, except where extended warranty terms are advertised and applied to a specific product.

Where goods supplied to a customer on 30 day terms have not been paid for by the due date, the warranty is voided until payment has been completely finalised.

Unless variation or extension has been made by special arrangement, the 12 month warranty will apply from the date the goods were dispatched from Alian Electronics..

### Limitations of Liability

Warranty is void where equipment has been damaged or adversely affected by water, vermin, mechanical stress, AC power surge or connected to defective customer equipment. Reasonable precautions must be taken by the owner to avoid these situations.

In many situations use of Alian Electronics products and equipment may be regarded as critical by the owner. If this equipment is being used in critical applications, it is incumbent of the owner to provide their own contingency plan in the event of system malfunction at their expense. Our warranty is not extended to losses incurred by an equipment failure beyond the service or replacement of Alian Electronics hardware itself.

Any losses including energy and resource bills of service providers, lost time by staff, costs of parts and labour of unauthorised service personnel shall not be the responsibility of Alian Electronics P/L.

Any losses incurred by the equipment owner or user of manufactured products, agricultural products, livestock or fishstock products, or any costs incurred by hiring or purchasing backup equipment shall not be the responsibility of Alian Electronics P/L.

Alian Electronics products and equipment should not be used in situations where its failure will present a direct or indirect threat to human health and safety. Use of Alian Electronics products and equipment in these situations is entirely at the risk and discretion of the owner or operator.

### Replacement parts

Unless prior arrangements have been made with Alian Electronics or its Distributors, the following policy applies to all replacement parts provided under warranty.

- ◆ Replacement parts should be fitted by an experienced electrician or technician.
- ◆ Should any replacement parts be sent to a customer location, they will be sent via regular freight or mail services free of charge. If use of a premium courier or postal service is requested by the customer, this may incur a separate fee.
- ◆ Replacement parts are sent on strictly on an *Exchange Basis Only*. The defective or unused parts must be returned to the supplier within 14 days of receiving the replacement part. Failure to do so will cause an invoice to the full value of the parts to be sent to the customer. Further warranty support may be suspended until this invoice is paid up, or the parts returned to the Alian Electronics distributor.

### Transport Policy.

Unless special arrangements apply, the costs of transporting equipment returned to Alian Electronics or its distributor, shall be borne by the customer. Serviced equipment being *returned* to the customer will be sent free of charge.

If any equipment is being returned to an authorised Alian Electronics service location it is incumbent on the owner of the equipment to ensure that the equipment is suitably packed for transport and that the goods are insured against any damage or loss that may occur while the equipment is in transit.

### Limitations of Third Party Servicing

Alian Electronics and its distributors shall not be liable for costs of service work or travel expenses incurred by third parties except where these arrangements have been approved in advance.

If service work is to be attempted by a third party, a full quotation should be obtained in advance and forwarded to Alian Electronics or its distributors.

This is necessary to ensure that any warranty service work that is delegated to an external agency or person, must be done at a reasonable rate by competent service staff.