

Samsung Business Telephone Systems

Statement of Standard Product Warranty

The Product is warranted for twelve (12) months from the date of purchase from an Authorised Samsung Communications Dealer based on terms and conditions outlined in this Statement of Standard Product Warranty. This warranty against defects is offered to the Consumer of the Product as defined under Australian Consumer Law. The Products come with guarantees that cannot be excluded under the Australian Consumer Law. The Consumer is entitled to a replacement or refund for a major failure and for any compensation for any other reasonably foreseeable loss or damage. The Consumer is also entitled to have the Product repaired or replaced if the Product fails to be of acceptable quality and the failure does not amount to a major failure.

The Standard Product Warranty only applies to Product sold, installed and serviced by Samsung Communications or its Authorised Dealers, and only where the products are used and serviced within Australia, Papua New Guinea and Fiji. Warranty cover is offered by Samsung Communications, and is limited to the repair or replacement of the faulty item, and does not cover any corresponding labour charge associated with this activity. Warranty service will only be provided if a valid proof of purchase is presented when a Warranty Claim is requested.

The Standard Product Warranty only applies if the Product has been installed by a Samsung Authorised Dealer and used in accordance with the manufacturer's recommendations (as noted in the installation and operating instructions) under normal use and reasonable care in the opinion of Samsung Communications. The Standard Product Warranty covers normal use only and does not cover damage, malfunction or failure resulting from use of non-genuine parts and accessories, incorrect voltages, accident, misuse, neglect, shipping, build-up of dirt or dust, abuse, mal-adjustment of customer controls, mains supply problems, thunderstorm activity, liquid ingress, infestation by insects or vermin, tampering or repair by unauthorised persons, exposure to abnormally corrosive conditions or any foreign object or matter having entered the Product.

The Standard Product Warranty covers the following Product provided by Samsung Communications and sold as part of the Samsung Business Telephone System:

- > OfficeServ OS7000 Series Key System Unit (KSU) including cabinet, power supply, fans
- > OfficeServ Digital and IP Handsets
- > OfficeServ Processors, Proprietary Cards, Voicemail cards, optional cards
- > OfficeServ SMT-R2000 Access Points
- > WIP (Wireless) SMT-W5100, SMT-W5120 handsets including batteries
- > Spare parts and items for older legacy Samsung phone systems
- > Samsung supplied battery backup units (excluding the batteries)
- > Samsung provided tails and cables
- > Samsung door phones
- > Ubigate iES series switches and iBG series Multi-Service Business Gateways (MSBGs)

For Warranty Claim enquiries, please contact one of the following:

- Your Authorised Samsung Communications Dealer that sold the Product to your Company
- Samsung Communications by calling on 1800 815 174 or visit our website via www.samcom.com.au and use the dealer locator for the contact details of your nearest Authorised Samsung Communications Dealer

The Standard Product Warranty is only available to the original purchaser of the equipment. Proof of purchase should be retained at all times, and is the responsibility of the Company to provide in making a Warranty Claim. The Standard Product Warranty cannot be transferred to a new owner due to resale of the Product. Repaired or replaced Product will be warranted for the remainder of the Warranty Period or 30 days from the date of the replacement, whichever is longer. The Standard Product Warranty does not apply if the Product serial numbers have been removed,



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modified or altered in anyway. The Standard Product Warranty extended to Samsung software applications/products only relates to the replacement of any physical media if faulty. All Samsung Software Products are covered by individual software license and the terms and conditions are detailed in the Samsung Software License Agreement and Warranty statement.

The Standard Product Warranty does not extend to any costs associated with delivery, handling, insurance or installation of the Product and its repair or replacement, does not extend to any damage or loss incurred during its repair or replacement, and its associated transit.

Unless otherwise specified to the consumer, the benefits conferred by this warranty are additional to all other conditions, warranties, guarantees, rights and remedies expressed or implied by the Trade Practices Act (1974) and the Competition and Consumer Act (2010) in Australia and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities.