

WHAT IS COVERED BY THIS WARRANTY

“Seller” warrants the “Product” and accessories contained in the original packaging (“Product”) against defects in materials and workmanship when used normally in accordance with published guidelines for a period of TWELVE (12) MONTHS from the date of original consignment by the end-user purchaser (“Warranty Period”). Published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications. Seller warrants that the goods, whilst they remain in the possession of the Buyer, will under proper use, be free from defects solely due to faulty workmanship and materials during a period of 12 months from consignment, to the extent that upon authorised return to Seller freight prepaid during that period of any part of the goods covered by this warranty, Seller will if it finds such part to be so defective, at its option repair such part or supply a replacement part provided that:

- (i) The goods or any part are not without Seller's consent altered, repaired or subjected to any technical attention by any person other than Seller's authorised representatives.
- (ii) Rechargeable Sealed Lead Acid (SLA) Batteries are warranted for 3 months from consignment.

WHAT IS NOT COVERED BY THIS WARRANTY

This Warranty does not apply:

(a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents, engravings and broken plastic on microphones or other plastic parts; (c) to damage caused by use with another product; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not an Authorised Service Provider; (g) if an incorrect voltage power supply is used with this product.

Except as herein provided, all conditions and warranties in respect of the goods, expressed or implied statutory or otherwise are hereby excluded. Under no circumstances shall Seller be liable to pay compensation for any injury, loss or damage sustained by Buyer howsoever arising.

HOW TO MAKE A WARRANTY CLAIM

1. Email your claim to Seller at info@talkaudiovisual.com.au with the following information:
 - (i) Organisation or customer name
 - (ii) Approximate date of purchase
 - (iii) Product model number (e.g. PA-60W)
 - (iv) Full details of fault (e.g. CD Player, Wireless Microphone malfunction). Please provide as much information as possible including photographs if necessary.
2. A warranty case number will be provided as soon as possible and instructions on the appropriate action will be given.
3. If warranty service is required, the product is to be returned in its original packaging (or substantial alternative) by prepaid freight. Please use warranty case number as a reference.
4. Seller is not responsible for Product whilst in transit for loss or damage. Insured delivery by courier with proof of delivery is recommended.
5. Return freight will be paid by Seller after repair or replacement within reasonable timeframe.