

Warranty Statement November 2020

Teracom Solutions Pty Ltd (ACN 107 979 546) is proud to offer this warranty on all branded products and (Goods).

What is covered by this warranty? Teracom Solutions warrants the Goods against defects in materials and workmanship for the following periods, from the date of purchase:

Teravision Intercoms	24 Months
Teravision CCTV	24 Months
Teravision Face Recognition	24 Months
Teraudio	24 Months
Crow Runner	60 Months
DSC	36 Months
Honeywell Vista	24 Months
Kantech	60 Months
Ubiquiti	12 Months
Tecom Challenger	24 Months
Teraudio Speakers	60 Months
Teraudio Amplifiers	24 Months
Marantz & Denon Products	24 Months
Sunfire SubRosa, Theater Grand Amplifiers, Cinema Ribbon Speakers	60 Months
Sunfire SDS	36 Months
Klipsch	60 Months
Everki	Lifetime
Cable Master Cable	25 Years
Seagate Surveillance	36 Months
Western Digital Purple	36 Months
PowerShield UPS	24 Months
ION UPS	24 Months
Synology NAS	36 Months

‘Wear and tear’ means any damage or depreciation that naturally and inevitably occurs as a result of normal wear or aging when the product / component is being used competently, with care and in accordance with all recommendations and guidelines.

The warranty periods set out above are referred to in this document as the "Warranty Period". These warranties are only available to the person or entity that originally purchased the Good directly from Teracom Solutions .

Teracom Solutions will, at its option, exchange, repair or replace any Good which, upon examination by Teracom Solutions , is deemed to meet the requirements of this warranty during the Warranty Period. Repairs or replacements are warranted for the remainder of the original Warranty Period.

What is not covered by this warranty?

This warranty does not apply to a Good that:

- has not been purchased directly from Teracom Solutions ;
- has been modified, altered or changed after purchase from Teracom Solutions; or
- has had the serial number removed, altered or made illegible (unless proof of purchase from Teracom Solutions can be verified by the person claiming the warranty). This warranty will not apply if any of the following occur:
 - damage is caused by abuse, misuse, improper application, accidental damage or lack of maintenance.
 - repair, maintenance, installation, commissioning or servicing is carried out by a person other than an official Teracom Solutions approved repairer;
 - failure to use or maintain the Good in accordance with the manufacturer's instructions or recommendations (including servicing recommendations);
 - the Good is used in an application that is not fit for purpose, including but not limited to observance of correct tensile strength ratings, suitable DIN / ISO standards, metric / imperial specifications, recommended tightening torques, or appropriate chemical product use;
 - the Good has been modified, incorrectly adjusted or operated, subjected to incorrect electrical supply or inconsistent electrical supply or used with inappropriate accessories.
 - damage is caused by sand, water damage, contaminated air, rust corrosion, fire, vermin and / or insect infestation, power outages or surges or inadequate or improper voltage or current;
 - the Good has been stored incorrectly, including but not limited to exposure to high or low temperatures, incorrect UV or other light, or excessive moisture as per the manufacturers' recommendations or stipulations of the safety data sheet (where applicable);
 - the Good is used on or after the expiry or use-by date or outside of the recommended usage period after the date of manufacture as indicated on the Good (where applicable);
 - all recommended preparation and / or treatment processes have not been carried out as per the manufacturer's instructions.
 - the Good or packaging has been modified in such a way that renders any prior specification, rating or classification void. This includes, but is not limited to Dangerous Goods, Flammability rating or Safe Transport classifications (as marked on the packaging); or
 - the Good has otherwise been damaged after it left the possession of Teracom Solutions and its representatives.

Customer's responsibilities

You must use and maintain the Good in accordance with the relevant manual, technical specifications, service guidelines and any other information supplied to you by Teracom Solutions and/or the manufacturer on purchase. You must not attempt to repair a Good covered under this warranty yourself. Doing so may cause damage which is not covered by this warranty. Only service agents authorised by Teracom Solutions are to perform service or repairs on the Good.

How will a valid warranty claim be honoured?

If you submit a valid claim under this warranty, Teracom Solutions will, at its option:

- repair the Good; or
- replace the Good with a Good that is at least equivalent to the original Good in function and quality. When a Good or component is replaced, any replacement item becomes your property and the replaced item becomes Teracom Solutions 's property.

How do you lodge a warranty claim?

To make a claim under this warranty, you must contact Teracom Solutions and your claim: • must be in writing to the address listed at the end of this warranty statement;

- include the relevant invoice(s) or proof of purchase; and
- include a Return Authorisation Number supplied by Teracom Solutions.

As part of your claim, it is mandatory that you return the Good to Teracom Solutions, unless otherwise agreed with Teracom Solutions that the item does not need to be returned.

Once your claim is received, a representative of Teracom Solutions or one of our authorised service agents will determine whether your warranty claim is valid and, if it is, will inform you how Teracom Solutions will honour it. Teracom Solutions 's warranty only covers replacement or repair of the Good. If Teracom Solutions determines that the warranty claim is valid, it will not cover the cost of having the replacement or repaired Good delivered to you. If the warranty claim is not valid, the customer may elect for the good to be repaired at an agreed cost, If the warranty claim is denied and you reject the repair quote, then the product will be returned.

After you lodge a warranty claim, Teracom Solutions or its authorised service agent may, before determining whether the warranty claim is valid, require that you respond to questions designed to assist with diagnosing potential faults / assessing the claim. You must respond to all requests promptly. Please note, you may be responsible for return shipping costs if the warranty claim is deemed invalid.

General

The benefits given by this warranty are additional to other rights and remedies that you may have in relation to our Goods. 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.

This warranty is provided by:

Teracom Solutions Pty Ltd (ACN 107 979 546)

1B Yazaki Way Carrum Downs VIC 3201

03 9708 2685

support@teracomsolutions.com.au