



General Warranty Details

CONCIERGE GENERAL WARRANTY DETAILS

1. The product is warranted for twelve (12) months from the date of purchase. Subject to the conditions of this warranty Concierge or its Authorised Service Centre will perform necessary service on the product without charge for parts or labour, if in the opinion of Concierge, the product is found to be faulty within the warranty period.
2. Extended warranty can be purchase to a maximum of three (3) years. Please contact Concierge Authorised Distributors or Resellers for pricing.
3. This warranty only applies to Concierge branded products sold by Concierge or its Authorised Distributors or Resellers. Warranty cover only applies to service carried out by a Concierge Authorised Service Centre and only if valid proof of purchase is presented when warranty service is requested. Concierge general warranty does not cover third party hardware operating Concierge Licence Only Firmwarm, please refer to the hardware manufacturer for their warranty details. Concierge Licence Only Firmwarm can be identified by serial numbers beginning with L (eg. L-Sxxxxx).
4. This warranty only applies if the product has been installed and used in accordance with the manufacturer's recommendations (as noted in the operating instructions) under normal use and reasonable care (in the opinion of Concierge). The warranty covers normal use only and does not cover damage, malfunction or failure resulting from use of incorrect voltages, incorrect installation, accident, misuse, neglect, build-up of dirt or dust, abuse, maladjustment of customer controls, mains supply problems, thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorised alterations), introduction of sand, humidity or liquids, exposure to abnormally corrosive conditions or any foreign object or matter having entered the product.
5. Some products may be supplied with Ethernet connection hardware. The warranty is limited on such products and will not cover (a) Internet connection / setup related problems (b) Access fees and or charges incurred for internet connection (c) The use of incompatible software or software not specifically stipulated in the product operations manual; and (d) Any indirect or consequential costs associated with the incorrect use or misuse of the hardware, its connection to the internet or any other device.
6. To claim warranty service, when required, you should: Contact Concierge Customer Care Centre on +61 3 9012 6126 or visit our website (<http://conciergedisplays.com.au/contact/>). Send or take the product to a Concierge Authorised Service Centre together with your proof of purchase receipt as a proof of purchase date. Please note that freight and insurance to and / or from your nearest Authorised Service Centre must be arranged by you.
7. The warranties hereby conferred do not extend to, and exclude, any costs associated with the installation, deinstallation or re-installation of a product, including costs related to the mounting, de-mounting or remounting of any screen, (and any other ancillary activities), delivery, handling, freighting, transportation or insurance of the product or any part thereof or replacement of and do not extend to, and exclude, any damage or loss occurring by reason of, during, associated with, or related to such installation, de-installation, re-installation or transit.