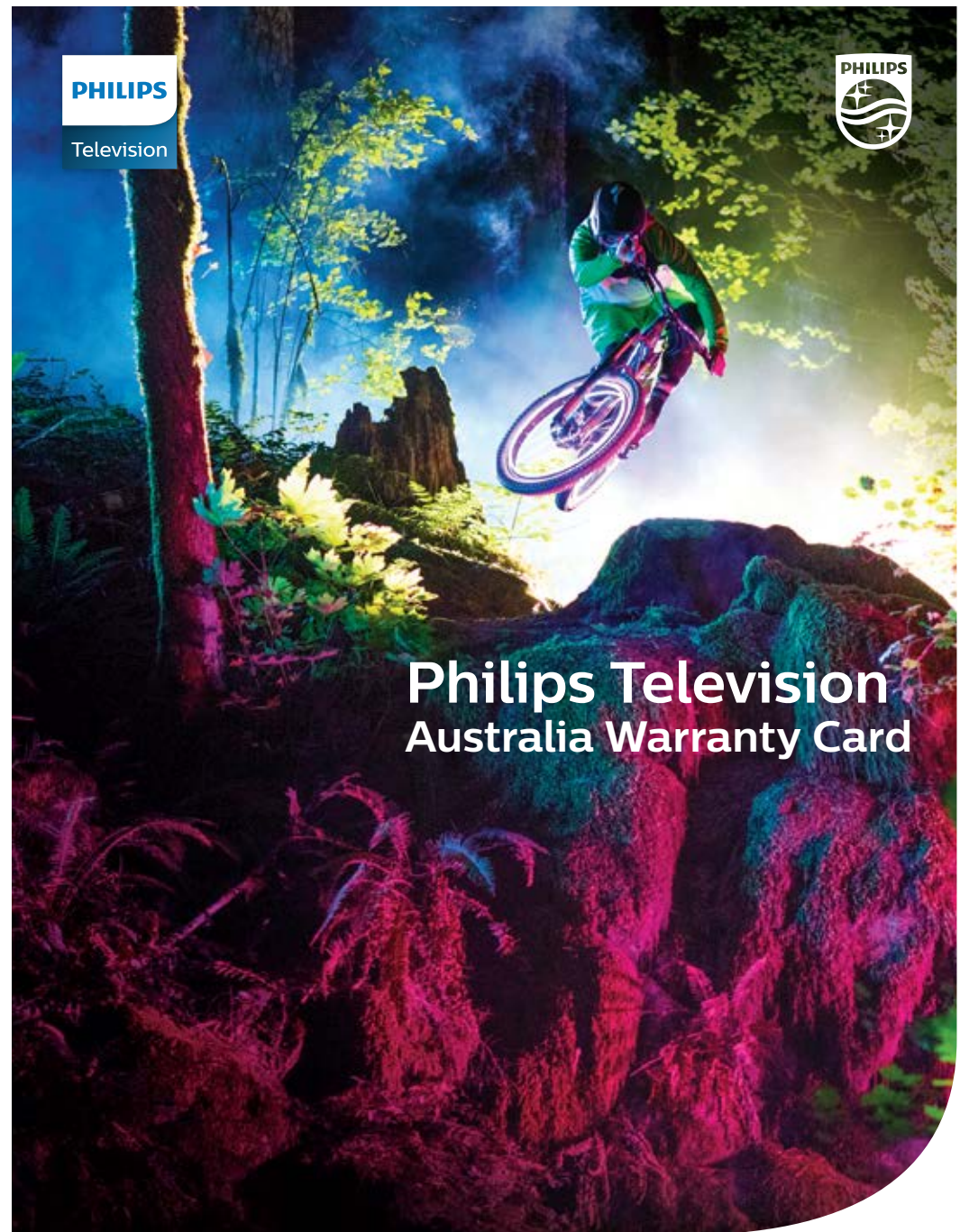




www.philips.com.au/support



Philips Television Australia Warranty Card

PHILIPS

PHILIPS TELEVISION AUSTRALIA WARRANTY CARD

Warranty Service Contact: 1300 99 88 51

Please record the following information for your records and keep in a safe place. We recommend retaining your proof of purchase to assist with any warranty claim.

Model Number:	
Serial Number:	
Date of Purchase:	
Retailer:	

In this warranty:

We or us means

Top Victory Australia Pty Ltd
Address: Suite 22, Level 2, Building 7, 49 Frenchs Forest Road, Frenchs Forest NSW 2086
Telephone: 1300 998 851

Authorized Service Centre means

AGOS NETWORK Pty Ltd
Telephone: 1300 360 386
Fax: (02) 80808147
Email: Philips_au@agos.com.au
Website: www.philips.com.au/support
Service hours: Mon ~ Fri . 9:00am ~ 5:00pm

You means the purchaser or the original end-user of the Goods;

Supplier means the Authorized distributor or retailer that sold you the Goods in Australia;

Goods means the product or equipment which was accompanied by this warranty and purchased in Australia.

The following terms and conditions relate to the warranty of Philips Consumer and Commercial Television purchased within Australia ONLY.

Important Information about Your Warranty

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. What constitutes a major failure is set out in the Australian Consumer Law.

Philips Consumer & Commercial Television Product Additional Warranty

In addition to the rights and remedies that you have under the Australian Consumer Law, or any other applicable law, we provide the following warranty against defects:

1. This warranty is only valid and enforceable in Australia.
2. If during the warranty period (listed in the table 1) starting from your date of purchase from the Supplier, the Goods prove defective by reason of improper workmanship or materials and none of your statutory rights or remedies apply, we will repair or replace the defective Goods at our cost.
3. We do not have to repair or replace the Goods under this Additional Warranty if the Goods have not been acquired by a consumer within the meaning of the relevant legislation or they have been misused.
4. In some cases, we may decide to substitute the Goods with a similar alternative product of our choosing. All such decisions are at our absolute discretion.
5. All such repaired, replaced or substituted Goods continue to receive the benefit of this Additional Warranty for the time remaining on the original Warranty Period.
6. To the extent permitted by law, this Additional Warranty is limited to repair, replacement or substitution only. As far as the law permits, we will not be liable for any loss or damage caused to property or persons arising from any cause whatsoever.
7. In the case of warranty service within the valid warranty period you should contact our Authorized Service Centre on 1300 99 88 51. You will be asked for details of the Goods, a description of the defect and your personal details. You will be required to provide proof of purchase. Upon accepting your claim, we shall assist you with either returning the Goods to the Supplier for replacement or to the most convenient Authorized Service Centre for your Goods to be repaired. In some case we may require that you return to the Goods to us for repair, replacement or substitution.

If you have any questions about this warranty or the Philips Television you have purchased please visit www.philips.com.au/support

Warranty Claim

To make a claim under the Standard Warranty you will need to:

1. Contact our Authorized Service Centre on 1300 99 88 51 to register your claim and provide the details to enable Authorized Service Centre to assess the claim.
2. You will need to submit proof of purchases with your claim.
3. On-site service is available for televisions size of 40-inches (101cm) or more. For 39-inches and below the warranty will be conducted at our Authorized Service Centre.
4. If service is on-site or in-home pick-up service, Authorized Service Centre will contact you to make arrangements for on-site service or pick-up.
5. Provide or make the product available to our Authorized Service Centre or as otherwise agreed with us. If you are required to return the product to our Authorized Service Centre, our Authorized Service Centre will provide details of the centre to you.
6. Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products. Replacement of the product or a part does not extend or restart the Warranty Term.
7. The product will be at the owner's risk whilst in transit to and from the Authorized Service Centre, unless transported by us or its Authorized representatives.
8. We will bear the expense of transport where transported by us or its Authorized representatives. Any other expense of claiming the warranty will be born by you.
9. If the product presented for repair is capable of retaining user-generated data, you are advised that repair of the product may result in loss of the data.
10. The Authorized Service Centers may seek reimbursement of any costs incurred by them when the product is found to be in good working order.
11. Any repairs or services required that are outside of the warranty can be carried out at the request of the customer or due to site attendance were fault is not covered under warranty as the product not been installed or setup correctly.
12. Any repair performed on a product under the warranty where no fault can be found, or the item is deemed by us, or an Authorized Service Centre, to be not faulty under this warranty, or the repair or fault is not covered under the warranty, a No Fault Found fee may apply to warranty holder.
13. If the television is positioned ceiling or wall mounted, was installed using aftermarket mounts or stand, Authorized Service Centre may charge you additional amounts relating to the removal and/or reinstallation of the Television.
14. The standard warranty period are set out by product type in the table in (Table 1) of this warranty.



GENERAL EXCLUSIONS AND LIMITATIONS

- A. If the Product has not been installed, operated, maintained or used in accordance with the manufacturer's instructions or specifications provided with the product.
- B. The product serial number has been altered or removed from the product.
- C. To damage, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, misadjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God. Voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, the operation of a computer virus of any kind, exposure to abnormally corrosive conditions or entry by any insert, vermin or foreign object in the product.
- D. To damage arising during transportation, installation or while moving the product, or to any transportation costs of the product or any parts thereof to and from the owner, unless otherwise specified in these Warranty Terms.
- E. To any third-party software or hardware not contained in the product as originally configured by the manufacturer.
- F. To any failure, to the extent that the failure is not a failure of the product to perform in accordance with its specifications.
- G. To the normal incidence of off-coloured or dark pixels in LCD screens as described in the User Manual for the product.
- H. We will not be liable for any loss, damage or alterations to (1) third party hardware or software; or (2) programs, data or information stored on any media or any part of the product, no matter how occurring; or (3) for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.
- I. This warranty does not cover the Product purchased in an auction.

TABLE 1 - Standard Warranty Terms and Special Warranty Conditions

PRODUCT	WARRANTY TERM	SPECIAL WARRANTY CONDITIONS
LCD Televisions	2 Years	On-site Service/Pick up for 40" (101cm) and above size. For 39" and below, For Service - Return to Philips Television Authorized Service Centre.
Commercial Televisions	3 Years	On-site Service

