



## DIGITAL PHOTO FRAME

### KOGAN CUSTOMER CARE PROGRAM

#### **TERMS AND CONDITIONS**

This Kogan Customer Care Program ("KCCP") is an agreement between the Kogan Customer Care Program purchaser ("the Customer") and Kogan Technologies Pty Ltd

1. Kogan will provide parts and labour to the Customer as set out herein. All Kogan Digital Photo Frames ("DPF") are covered for a 12 month period.
2. This KCCP: -
  - covers products purchased as NEW, manufactured for use in Australia (the "Territory")
  - provides at least 1 year parts and labour coverage and covers all mechanical and electrical defects, unless otherwise excluded;
  - Provides for the labour and replacement parts necessary to maintain your product in good operating condition as specified in this KCCP.
3. Product Identification
  - Kogan reserves the right to reject claims for any services or work where the Customer requesting such work or services from Kogan and/or its agents cannot produce for verification the proof of purchase as per original purchase invoice.
4. What is covered by this KCCP
  - The equipment is covered for faulty workmanship on parts which were manufactured poorly and have failed under normal use which are contained within the product.
  - This warranty is only applicable for repairs on declared equipment carried out within Australia
  - Dead and Stuck Pixels:
    - '0' Dead Pixel Guarantee - We will replace the DPF within 7 days if it has more than 0 dead pixels. (These are best seen on a white background and they don't have any colour)
    - '2' Stuck Pixel Guarantee. We will replace the DPF within 7 days if it has more than 2 stuck pixels. (These are either black, green, red or blue)
    - The nature of LCD Technology is that occasionally, stuck pixels do occur and these go away with time. For more information on stuck pixels and how to remove them please see <http://www.wikihow.com/Fix-a-Stuck-Pixel-on-an-LCD-Monitor>

- The following articles are helpful for a general understanding of LCD panels and stuck/dead pixels
  - <http://compreviews.about.com/od/multimedia/a/LCDPixelDefects.htm>
  - [http://en.wikipedia.org/wiki/Dead\\_pixel](http://en.wikipedia.org/wiki/Dead_pixel)

5. What is not Covered by this KCCP (excluded):-

- any failure:
  - resulting from dirt, dust, rodents and insects;
  - resulting from “fair wear and tear”;
  - accident or deliberate misuse;
  - due to a dropped product; collision with another object; any result of a malfunction or damage of an operating part from failure to provide manufacturer’s recommended maintenance;
  - due to theft, abuse, misuse, neglect, vandalism, or environmental conditions
- damage:
  - of any kind due to warping, rust, corrosion, of any part of the product including its parts;
  - to the system caused by overheating as a result of sitting or positioning of the equipment, where there is not provision for adequate ventilation or a dust free environment;
  - to a system or components, caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, voltage fluctuation, amperage fluctuation, rust or corrosion;
  - due to negligence, accident, theft, flood, fire, earthquake, electrical storms or any war related events;
- consumables such as but not limited to bulbs/globes, batteries

6. The term of a Total Cover KCCP commences from the date of purchase as listed on the Customers invoice.

7. Replacement items are “Like for like” and is not “new for old” and does not indicate in any way that a faulty product will be replaced with a new part or unit.

8. Special Conditions relating to DPF:

- All LCD panels exhibit some bright, dark or partially lit pixels, a normal limitation of these technologies, and the manufacturing processes involved and are usually not noticeable when viewing normal screen images and defective pixels are not a KCCP issue unless they exceed the manufacturer’s specifications for pixel defects.
- Any failures due to the interference from other products and/or sources are not covered under this KCCP.

9. The KCCP is a return to base warranty and items must be returned to the Kogan support centre in Melbourne Victoria.

- Postage costs will be reimbursed on request
- Where no fault is found, the customer will be liable for all postage costs.

10. Kogan reserve the right to change the terms and conditions of the KCCP at any time without notice.