



## GENERAL DEVICES

# 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. The agreement is for a period of 12 months and covers all products listed under "General Devices" at <http://www.kogan.com.au/support/>
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
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. 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.

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