



KOGAN LCD TV REPLACEMENT WARRANTY

Valid for all purchases from 1st June 2008

If you experience a problem with your Kogan TV:

- Contact Kogan Support at support@kogan.com.au or 1300 304 292
- Kogan Support will troubleshoot over the phone to identify any issues.
- If the problem persists Toll will collect your TV and transfer it to our nearest service agent.
- If a fault is found by a Kogan repair agent we will send you a replacement TV.
- If no fault is found the customer will be liable for the cost of transportation and any repair agent service fees.

TERMS AND CONDITIONS

This Kogan Customer Care Program is an agreement between the Kogan Customer Care Program (“KCCP”) purchaser (“the Customer”) and Kogan Technologies Pty Ltd herein after called KOGAN.

1. KOGAN will provide parts and labour to the Customer as set out herein. All Kogan LCD TVs are covered for a 12 month period. Extended warranties are available and are subject to the terms and conditions as set out herein.
2. Where a TV is found to be faulty KOGAN reserve the right to repair or replace the TV
 - Replacements will be “like for like” and not “new for old”
 - Replacements will not be issued prior to KOGAN and/or its agents verifying that the product is faulty.
3. 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.
4. “On-Site Warranty”
 - The term “On –Site warranty” indicates that your Kogan product will be collected on site and returned to Kogan and/or its agents for repair or replacement.
5. 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 Serial Number and the proof of purchase as per original purchase invoice.
 - The KCCP will be voided if any Serial Number sticker on the warrantable equipment is removed or has been tampered with.

- In the event that a request for repair is made against a KCCP where the Serial Number sticker is not attached to the system, the repairer will not affect any repairs on the system and the Customer will be charged a service call-out fee.

6. 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 TV 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 TV within 7 days if it has more than 2 stuck pixels. (These are either white, 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

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

- any failure:
 - of equipment due to the product being inadequately serviced;
 - resulting from dirt, dust, rodents and insects;
 - resulting from "fair wear and tear";
 - caused by inherent defect or design faults, pre-existing defects or recalls; negligence, accident or deliberate misuse;
 - due to Incompatibility of parts;
 - 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
 - due to any operating system software, software or software compatibility with replacement parts;
- any repairs:
 - to any components that have been fitted to the product after the original purchase;
 - due to incompatibility;
- 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;

- costs of attendance and testing where no mechanical or electrical failure is identified;
 - Normal maintenance costs;
 - products with removed or altered serial numbers;
 - consumables such as but not limited to bulbs/globes, batteries
8. We may limit the amount we will pay on any single repair or replacement to the equivalent current market value of the repair or replaced item.
9. The term of a Total Cover KCCP commences from the date of purchase as listed on the Customers invoice, however KOGAN reserves the right of a seven day dead on arrival (DOA) period in which within seven days after the delivery of the product to the customer, where KOGAN has no responsibility. In this case please contact support@kogan.com.au to resolve your issue.
10. The repair cannot be suitably carried out onsite the repairer may at their discretion remove the system from site, repair and return it to the Customer when the repair is completed.
11. Neither KOGAN nor its representatives provide loan equipment under the terms of this KCCP.
12. 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.
13. It is a condition of this KCCP, that a Surge Protector (in good working order) that complies with Australian Standards protects the system covered by this KCCP at all times. Failure to do so will void the KCCP.
14. KOGAN reserves the right to:
- inspect any product that has 3 or more faulty components at any one time; or
 - Suspend or cancel a KCCP for failure to pay monies owing to KOGAN as a result of non-KCCP work being carried out on a system at the request of the Customer.
 - Inspect and repair the product at its Victorian Head Quarters if any product has more than three breakdowns within the term of the CCP.
15. If the nearest Kogan Authorised Repair Agent is more than 50km from the warranted system, Kogan reserves the right to:
- Convert an On-Site KCCP to a Return to Service Agent KCCP, where the product must then be returned to the nearest KOGAN Authorised Repair Agent at no expense to the Customer
 - The Customer should keep all original packaging during the course of the KCCP to ensure that the TV can be packaged for safe transportation if such a need arises under the KCCP.
16. On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and KCCP response times may extend beyond the standard response times due to the availability of repairers and parts.
17. Special Conditions relating to LCD TVs:
- 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 CCP issue unless they exceed the manufacturer’s specifications for pixel defects.
 - Where a product is positioned or mounted higher than 1.2m from the lowest mount point or where aftermarket mounts and/or stands are used, or where the unit has not been installed by a professional installer, an extra service charge will apply to unfix and refix this product.
 - Any failures due to the interference from other products and/or sources are not covered under this KCCP.
18. Any repair performed on a product under the KCCP where no fault can be found, or the item is deemed by KOGAN, or an authorised KOGAN agent, to be not faulty under this KCCP, or the

repair or fault is not covered under the KCCP. A No Fault Found fee is payable by the Kogan Customer Care Program holder of a minimum of \$125 inc GST.

19. Any repairs or services required that are outside of the terms and conditions of the KCCP can be carried out at the expense or request of the customer. A credit card may be required prior to the commencement of such services.
20. It is the Customer's responsibility to retain the original packaging of the product. This packaging may be required for use in safe transportation to the service centre. If sufficient packaging is not supplied KOGAN and/or its agent may charge any applicable fees and costs associated with the safe transportation of the product.
21. Kogan Technologies Pty Ltd reserve the right to change the terms and conditions of the KCCP at any time without notice.