



A division of **NESS** Corporation

## PRODUCT WARRANTY

This Ness Corporation product warranty offers the customer peace of mind and protection and is in addition to other rights and remedies of the consumer under a law relating to goods of the type covered by this warranty.

Unless otherwise specified, the warranty period against defects for products manufactured or supplied by Ness Corporation / Smartlink division shall be two years from the date of purchase.

To make a warranty claim, the product should be returned to Ness Corporation / Smartlink Division; details of which appear below. The product must be returned with the installer's fault report clearly stating the company name and contact details of the purchaser, the date of purchase, product serial number/s (if any), the original invoice number and a detailed fault description.

The product can be returned in person, by mail or by courier at the customer's expense. Ness Corporation will not be liable for the cost of removal, re-installation or transportation.

Products deemed faulty will be repaired or replaced at Ness Corporation's discretion free of charge but no responsibility is accepted for products subjected to misuse nor is responsibility accepted for consequential costs. A specific exception to our product warranty relates to damage caused by lightning strike or power surge to equipment connected directly to phone lines. Repair or replacement charges will apply in respect of such damage.

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.

The complete Ness Corporation Terms and Conditions statement is contained in the Ness Trade Account Application, and is also available on the Ness Corporation web site.

### SMARTLINK

A division of Ness Corporation Pty Ltd ABN 28 069 984 372

Returns should be marked attention to SMARTLINK Division, Ness Corporation  
Unit 4 / 56 Norcal Road Nunawading VIC 3131 Australia

Smartlink service enquiries to Ph: 03 9875 6400 Fax: 03 9875 6422 Email: [smartlink@ness.com.au](mailto:smartlink@ness.com.au)  
[www.smartlink.com.au](http://www.smartlink.com.au) / [www.ness.com.au](http://www.ness.com.au)



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