



LIFETIME INSTALLATION WARRANTY TERMS AND CONDITIONS

Thank you for choosing InSight Systems Pty Ltd for your Audio Visual installation. We trust you will find our workmanship to be of the highest standard and are pleased to provide this Lifetime Installation Warranty for your peace of mind.

1. Commencement date

This warranty applies to all installations of Audio Visual products and systems conducted by InSight Systems Pty Ltd after 1 September, 2009 and where the Lifetime Installation Warranty has been stipulated on the official quotation.

2. Overview of warranty

InSight Systems guarantee that the workmanship of the Audio Visual installation will be free from defect for as long as you own it. Should an issue with the workmanship arise; InSight Systems will fix the fault, free of charge.

InSight Systems recommends regular maintenance of your Audio Visual system to maximize the life of your system and to confirm all warranty conditions are being met.

3. Conditions of warranty

- a. Proof of purchase in the form of a Tax Invoice from InSight Systems will be required to activate the warranty.
- b. The warranty applies to the workmanship (labour component) of the installation and does not apply to any equipment installed.
- c. The warranty only applies if the Audio Visual system has been maintained in accordance with the equipment manufacturer's recommendations and instructions provided by InSight Systems.
- d. The client must make the system available for service during InSight Systems' normal business hours (Mon to Fri, 8.30am to 5.30pm).
- e. The Lifetime Installation Warranty is for the benefit of the original purchaser of the system. No rights or benefits will be given to any other party.
- f. The warranty includes the cost of travel to installation site within the Melbourne metropolitan area only. Clients with installation sites outside this region will be charged for the technician's travel time (charged at an hourly rate) and any associated travel costs. All costs to be borne by the client will be quoted prior to the activation of the warranty and will require an official Purchase Order. Please contact us for our current Service Rate Schedule.
- g. Should a service technician attend the site and find that the Lifetime Installation Warranty conditions have not been met, the client will be charged a call out fee for attending site and a service fee for time taken to assess viability of warranty. Should the client request InSight Systems to repair the fault, the client will be quoted InSight Systems' normal rates and a Purchase Order will be required prior to work commencing. Please contact us for our current Service Rate Schedule.

4. Exclusions

The warranty does not cover faults or problems resulting from:

- a. abuse, misuse, accident or negligence
- b. inadequate antenna systems, data infrastructure, electrical infrastructure or any other system or infrastructure not supplied and installed by InSight Systems
- c. acts of nature including, but not limited to, flooding, thunderstorm activity, extreme heat, vermin or insects
- d. any alteration to the system not approved and carried out by InSight Systems
- e. failure of the user to observe any recommendations in the operating instructions for the system and associated equipment
- f. exposure of the system to abnormally harsh or corrosive conditions, allowing foreign objects, including but not limited to, liquid, pins, dirt, to enter the products or system

InSight Systems is not liable for damage to other property caused by the system fault, loss of use of product, loss of time, loss of data, commercial loss or any other damages, whether real, incidental or consequential.

The benefits conferred by this warranty are in addition to all other rights expressed or implied by the Trade Practices Act and similar State and Territory laws.