



3-YEAR ONSITE PRODUCT WARRANTY TERMS AND CONDITIONS

Thank you for choosing InSight Systems Pty Ltd for your Audio Visual installation. We trust you will find we have recommended and installed only products which perform at the highest standard, supported by manufacturers and agents who provide excellent support and warranty conditions. We are pleased to provide you with this additional 3-Year Onsite Product Warranty, giving you additional benefits should the need to perform a warranty repair on products installed arise.

1. Commencement date

This warranty applies to all installations of Audio Visual products completed by InSight Systems Pty Ltd after 1 September, 2009 and where the 3-Year Onsite Product Warranty has been stipulated on the official quotation.

2. Overview of warranty

InSight Systems will only install products that are backed by a minimum 3 year manufacturer or agent warranty (unless otherwise stated in the quotation). Manufacturer or agent warranties generally require the end-user client to return the faulty product to the manufacturer or nominated service agent with all charges associated with the uninstalling of the product, transport and re-installation borne by the end-user client.

InSight Systems' 3-Year Onsite Product Warranty means that should a product become faulty that meets the manufacturer's warranty terms and conditions, an InSight Systems technician will attend the site of the faulty product and repair it onsite, up to 3 years from date of purchase.

Should the technician not be able to repair the equipment onsite or is unable to repair due to limitations stipulated in manufacturer's warranty or any other reason stipulated by InSight Systems, InSight Systems will be responsible for the uninstalling of the product, transport to the manufacturer or agent and reinstallation, free of charge.

InSight Systems recommends regular maintenance of your Audio Visual system to maximize the life of your system and to increase likelihood that manufacturer's warranty conditions will be 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. The serial number must not be removed or tampered with in any way.
- b. The warranty only applies to Audio Visual products which have been installed by InSight Systems.
- c. The warranty only applies to the main Audio Visual products installed as stipulated in the quotation.
- d. The 3-Year On-Site Product Warranty can only be activated if the fault meets the product manufacturer or agent's own warranty terms and conditions. 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.
- e. Products used continuously, used in excessively dusty environments or not maintained and serviced according to manufacturer's recommendation may not be repaired under warranty.
- f. Should a service technician attend the site and find that the manufacturer or agent's 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.
- g. The client must make the system available for service during InSight Systems' normal business hours (Mon to Fri, 8.30am to 5.30pm).
- h. The 3-Year Onsite Product Warranty is for the benefit of the original purchaser of the system. No rights or benefits will be given to any other party.
- i. 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.

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.