

You can also register online at
www.samsung.com.au/warranty

CUSTOMER INFORMATION FOR REGISTRATION

FIRST NAME:

SURNAME:

TITLE:

ADDRESS:

SUBURB: POST CODE:

STATE:

EMAIL:

CONTACT NO: (PHONE)

(OFFICE)

(MOBILE)

MODEL NAME:

SERIAL NUMBER:

DATE OF PURCHASE: (DD/MM/YY)

(MOBILE PHONE ONLY)

GSM IMEI NO:

CDMA ESN NO:

When you complete and return this warranty card to us, we collect your personal information for the purposes set out in our Privacy Policy, which is available at www.samsung.com.au. Our Privacy Policy also explains how we collect, use, store and disclose your personal information (including our disclosure to overseas recipients), the consequences for you if we do not collect this information, and the way in which you can access and seek the correction of your personal information or complain about a breach of privacy law.

Age Group

- ☐ Under 18 ☐ 18-24 ☐ 25-34
☐ 35-44 ☐ 45-54 ☐ Over 55

Household income

- ☐ Under 10K ☐ 10-30K ☐ 30-50K
☐ 50-70K ☐ 70-100K ☐ 100K

Occupation

- ☐ Architect ☐ Banker ☐ Chartered Accountant
☐ Consultant ☐ Doctor ☐ Government Officer
☐ Engineer ☐ Entrepreneur ☐ Home Maker
☐ IT ☐ Journalist ☐ Marketing
☐ Sales/Service ☐ Teacher ☐ Retired
☐ Other (Specify):

Q1. Which of the following best describes the primary reason for purchasing this Samsung Product?

- ☐ Stylish design ☐ Price ☐ Warranty Term & Service
☐ Features ☐ Easy to use ☐ Friend's recommendation
☐ Quality ☐ Brand reputation

Q2. How would you rate Samsung Brand overall?

- Very good Average Not Good at all
☐ 7 ☐ 6 ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

Q3. How did you first become aware of this Samsung product?

- ☐ Magazine ☐ Newspaper ☐ TV ☐ Radio
☐ Outdoor Billboard ☐ Internet ☐ Store Display
☐ Salesperson ☐ Exhibition ☐ Direct mail/Catalogue

Q4. When do you make a purchase decision?

- ☐ Before visiting a store ☐ At the store



1. Detach
Warranty
Form



2. Glue flap,
fold over,
seal and post

Note: In Australia, this warranty document overrides any other purported hardcopy warranty document contained within the packaging of any product named below. Any other hardcopy warranty document contained within any product packaging has been included in error and is of no effect in Australia.

WARRANTY FOR CONSUMER PRODUCTS (AUSTRALIA ONLY)

AUDIO-VIDEO SYSTEMS / WIRELESS
AUDIO WITH DOCK WARRANTY

(FOR USE IN A DOMESTIC, NOT A COMMERCIAL ENVIRONMENT)

PART I GENERAL TERMS AND CONDITIONS

The Australian Competition and Consumer Act (2010) (including the Australian Consumer Law) as well as other Australian laws guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of Samsung consumer products sold in Australia.

In Australia, 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 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. What constitutes a major failure is set out in the Australian Consumer Law.

Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Competition and Consumer Act and other Australian laws. This Warranty gives you additional protection for your Samsung consumer product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below.

I. Coverage and Application

- A. Samsung Electronics Australia Pty Ltd of 8 Parkview Drive Homebush Bay NSW 2127 ("Samsung") warrants that your Samsung consumer product:
- is of acceptable quality;
 - does not have a latent defect.
- B. For the purpose of this Warranty, a "Samsung consumer product" is a hardware product which:
- was manufactured by or on behalf of Samsung; and
 - is used in a normal domestic environment, not a commercial environment; and
 - bears a trade mark owned or used by Samsung (generally "SAMSUNG"); and
 - was sold by an Authorised Reseller or Distributor of Samsung; and
 - was purchased in Australia, but does not include any hardware or software which is packaged or sold with a Samsung consumer product unless that is itself a Samsung consumer product. Nor does it include a Samsung Mobile Computer, which is subject to its own additional Samsung warranty.

II. Warranty Period

- A. The period during which this Warranty is in effect will depend upon the Samsung consumer product to which it relates. In all cases the commencement date for the period is the actual day of purchase, as reflected on the Authorised Reseller's or Distributor's invoice / receipt provided to you. The period during which each Samsung consumer product which is the subject of this Warranty is covered by this Warranty is identified in Part II of this Warranty.

III. Warranty Claim

- A. If you consider that the Samsung consumer product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings, and legal rights given to you under Australian Law (for example, it appears faulty, or does not work at all or properly), you can make a claim under this Warranty.
- B. Except where an International Product Warranty has been provided with your Samsung consumer product, warranty service will only be provided in the specific country where the Samsung consumer product was originally purchased. For example, if you have purchased the Samsung consumer product within Australia, warranty service will be limited to Australia only.
- C. If you purchased this product in Australia and wish to make a claim under this Warranty, you should:

contact 1300 362 603;

visit the nearest Samsung Customer Service Plaza; or
visit www.samsung.com/au.

PRODUCT ONLINE REGISTRATION

You can register your product online at www.samsung.com/au. While registration is not necessary to make a claim under this Warranty, it may assist Samsung to process any claim which you may make more quickly.

- D. When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the Samsung consumer product, whether in person, by email or by fax. A claim under this Warranty is not formally made unless and until that proof of purchase is provided. This does not detract from your statutory rights.
- E. You will not be able to gain the benefit of this Warranty without making a claim. A claim must be made within the Warranty Period. This Warranty does not cover any defects not notified to Samsung within the Warranty Period.
- F. If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is valid (having regard to the terms of Part II of this Warranty), and:
- (a) if the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or replace the Samsung consumer product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances and at no cost to you. Goods presented for repair may be replaced by refurbished goods of the same type with equal or greater functionality rather than being repaired. Refurbished parts may be used to repair the goods; or

- (b) if the goods cannot be repaired or the failure to comply with the warranty is a major failure or a failure of substantial character, you may reject the goods or require Samsung to pay you compensation for any reduction in the value of the goods below the price paid or payable by you for the goods.

The standard Samsung warranty periods are set out by product in the tables in Part II of this Warranty, although each claim is assessed on its own merits. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original Samsung consumer product or part to Samsung. If Samsung repairs the goods, you immediately transfer ownership in any residual parts to Samsung. Any such resolution by Samsung of a claim under this Warranty by you does not otherwise detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.

- G. If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your claim.

IV. Warranty Transferability

- A. This Warranty is transferable to a subsequent owner of a Samsung consumer product, in the event of the sale of that product, provided that Samsung is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Samsung at:

www.samsung.com/au

The notice should identify the name of the previous owner of the Samsung consumer product, place and date of purchase, model, make and serial number of the product. The effective transfer of this Warranty does not otherwise alter the terms of this Warranty in any way.

- B. In cases of authorised product or part replacement of the original purchased Samsung product, the replacement Samsung product or part will be covered for the remainder of the original Warranty Period.

V. Carry-In repairs

- A. If you wish to make a claim in relation to a Samsung consumer product which you can reasonably transport to the nearest Samsung Customer Service Plaza or to an authorised repair service centre (as directed when you first make the claim under this Warranty), please bring, or send, that Samsung consumer product to that nearest Plaza or authorised service centre for assessment. Whenever possible, the product should be returned in its original carton and packing or alternatively in packing suitable to prevent damage to the product. Samsung will not accept responsibility for damage to the product during this transport caused by unsuitable or inadequate packing.
- B. If the Samsung product is located in a place which is greater than 50 kilometres (by road) from the nearest Samsung Customer Service Plaza or authorised repair service outlet, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the product the subject of the claim under this Warranty.

VI. Warranty Exclusions

- A. This section identifies what is excluded under this Warranty.
- B. For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act or the Australian Competition and Consumer Regulations 2010 and which are not expressly included.
- C. Unless otherwise stated, this Warranty does not extend to loss caused by normal wear and tear, fire, water (liquid spillage or ingress), theft, vermin or insect infestation. This exclusion for loss caused by water (liquid spillage or ingress) does not apply to the Terrace, subject to paragraph K below.
- D. This Warranty does not cover damage caused by:
- misuse or abusive use of the Samsung product, including physical abuse;
 - incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the Samsung product);
 - improper installation, including in the case of The Terrace a location which exposes the product to direct sunlight, heavy dust or extreme weather conditions (as stated in the Product Operation Manual or manufacturer's instructions provided with The Terrace);
 - incorrect or improper maintenance or failure to maintain the Samsung product;
 - failure to clean or improper cleaning of the product;
 - incorrect voltage or non-authorised electrical connections; or
 - using the Samsung product for commercial purposes including displaying timetables, signage or other static display.
 - adverse external conditions such as power surges and dips, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond Samsung's control;
 - exposure to excessive heat, moisture or dampness;
 - exposure to abnormally corrosive conditions;
 - use of non authorised/non-standard, defective or incompatible parts;
 - password setting/ resetting and computer virus;
 - burned-in images resulting from viewing an image on the display screen for an extended period of time;
 - use of products, equipment, systems, utilities, services, parts supplies accessories, applications, installations, repairs, external wiring or connectors not supplied or authorised by Samsung;
 - repair, modification or other work carried out on the Samsung product other than by Authorised Samsung Service Personnel.
- E. This Warranty does not cover Samsung consumer products purchased in an auction.
- F. If the Samsung consumer product you are using has been rented or leased by you, and you consider a claim might be made under this Warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.
- G. This Warranty does not cover service costs in replacing and maintaining consumable parts which have ceased working through normal wear and tear such as, but not limited to: filters, lamps, and other parts classifiable as a consumable part.
- H. This Warranty does not cover any Samsung-branded audio and video products which are or have been installed in a movable dwelling such

- as a caravans (travel trailer) or house boat. These Samsung consumer products are not designed to be used in such moveable dwellings and their performance may be affected in such contexts.
- I. This Warranty does not cover Samsung consumer products which, at the time you consider a claim might be made under this Warranty, do not bear the original manufacturer's factory-applied serial number in its original form (for instance where it or the sticker bearing it has been removed, wiped out, rubbed off, or altered).
- J. This Warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction. Please note that the repair of goods may result in loss of data.
- K. This Warranty does not cover water damage to The Terrace where the water damage was caused by:
- user damage to the casing/enclosure of The Terrace;
 - water projected by a source greater than 6.3mm against enclosure from any direction or submersion in water;
 - water projected at greater than 30KPa (4.4 PSI) with a water volume greater than 12.5litres/minute for more than 3 minutes.

PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

I. Parts (Options) and Accessories Warranty

- A. This part of the Warranty identifies Samsung's preferred approach to resolving warranty claims in relation to parts and accessories.
- B. The table below this sub-paragraph identifies the periods under which a claim may be made under this Warranty for replacement of a part or accessory. However, you may also have statutory rights outside of these periods. The parts and accessories are divided into those which are supplied within the box of the Samsung consumer product for which they are to be used (**In-Box**), and those which are supplied separately from a Samsung consumer product for use with it, (**Out-Box**).
1. In-Box
- All remote controls purchased with the Samsung consumer product are covered under this Warranty for the same period as the Samsung consumer product purchased.
 - All other Samsung parts and accessories (including batteries) purchased together with the Samsung consumer product are covered under this Warranty for a period of 6 months. Generally Samsung will replace the defective part or accessory which is the subject of the claim during this 6 month period.
 - You will only be able to make a claim under this Warranty for lost or missing Samsung parts and accessories if, with your claim, you are able to provide satisfactory evidence that the relevant item was missing from the box or other storage or packaging material originally supplied by Samsung.
2. Out-Box:
- Parts and accessories purchased from Authorised Samsung Resellers and Distributors are generally covered under this Warranty from a 3 month to 1 year warranty period. Please refer to the specific period below.

Product	Warranty Period (In-Box)	Warranty Period (Out-Box)	Special conditions
Remote Controls (for all products)	Unit warranty	6 months	Excludes misuse and customer induced damage
Other Parts and Accessories	6 months	3 months	
Other Consumables	n/a	n/a	n/a
Wall-mount	n/a	12 months	n/a

II. Parts and Labour Warranty

Unless specified, this Warranty covers corresponding costs for parts and labour which may be required to repair the Samsung consumer product, part or accessory if Samsung or its agent repair the item under this Warranty.

III. Warranty By Product Table

The table below in this sub-paragraph summarises Samsung's preferred approach to resolving claims under this Warranty, although each claim is assessed on its own merits. Please refer to Part I, paragraph (III)(F) for the range of Samsung's responses to a claim under this Warranty in accordance with the table below. In some instances the appropriate response to the claim will differ from the approach noted below.

Product (Digital Media Products)	Warranty Period
MP3 Player, Music Center/ Wireless Audio with Dock	1 year
Blu-Ray and DVD Player/Recorder, Set top box, Home Theatre	
The Terrace Soundbar	

For (Company) _____

Purchased From _____

Unit Model _____

Serial No. _____

Owner _____

FOR SERVICE PLEASE CALL
1300 362 603
Visit: www.samsung.com.au/support

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS AUSTRALIA

SAMSUNG

SAMSUNG

Delivery Address:
PO Box 63
CONCORD WEST NSW 2138

No stamp required
if posted in Australia



Samsung Electronics Australia
Customer Care Centre

Reply Paid 63
CONCORD WEST NSW 2138



BN68-05971C-02

PLEASE GLUE HERE