

## AOC Product Warranty Terms

### 1. Warranty periods

- DOA (“dead on arrival”) replacement by reseller:
  - If your AOC product has any functional failure within 14 days from purchase date, you may return the faulty unit to your reseller to claim immediate replacement.
  - If your AOC product screen shows any dead, bright and/or dark pixels within 30 days from purchase date, you may return the faulty unit to your reseller to claim immediate replacement.
- To obtain warranty service for any subsequent product defect, you must claim within three (3) years from purchase date, according to the following terms.

### 2. Who is giving this warranty?

Top Victory Australia Pty Ltd  
Address: Suite 10, Level 2, Building 1, 30-32 Barcoo Street, Roseville NSW 2069  
Telephone: 1300 262 669  
Email: [aocsupport@mmddisplay.com.au](mailto:aocsupport@mmddisplay.com.au)  
Website: <https://au.aoc.com/>

### 3. What we must do so that the warranty may be honoured

- This warranty only covers goods purchased within Australia.
- The benefits given by this warranty are in addition to other rights and remedies you may have under Australian law in relation to the goods to which this warranty relates.
- At your request, we must bear the expense of your warranty claim by organising pickup and return of the goods from any location within Australia.

### 4. What you must do to claim the warranty

- For warranty service support, which is available between 9.00 am and 5.00 pm, Monday to Friday inclusive (excluding public holidays), please contact the AOC authorised service centre as follows:

Compucon Computers Pty Ltd  
Address: Unit 12, 22 Hudson Avenue, Castle Hill, NSW 2154  
Telephone: 1300 262 669  
Fax: (02) 9496 5876  
Email: [aoc@mmddisplay.com.au](mailto:aoc@mmddisplay.com.au)  
Website: <https://aoc.mmddisplay.com.au>

- A copy of the original tax invoice is required as proof of the date of purchase.
- Provide your name, address, telephone number and email address so we can process your claim.

- You must be present at the provided address when the warranty service representative arrives to collect and return the product.
- Alternatively, you may arrange delivery of the product to the AOC authorised service centre/agent and arrange collection following the repair from such service centre/agent (details will be provided on request).
- You must ensure that the goods are adequately packed against damage in transit. If a product is received damaged in transit due to inadequate packaging, the warranty will be void.

## 5. General

Our goods come with guarantees that cannot be excluded under 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.

## 6. This warranty is restricted in circumstances described

The above warranty will be void and you will not be entitled to rely upon it if the product has been physically damaged or rendered defective:

- as a result of an accident, misuse, fire, lightning, malicious damage, water damage, abuse or other circumstances beyond AOC's control;
- by the use of parts or peripherals not authorised by AOC;
- by use in an improper operating environment;
- by any modifications carried out to the monitor;
- if the serial number or product code sticker has been removed or defaced;
- as a result of servicing by anyone other than an AOC authorised service centre or its authorised service agents;
- as a result of the monitor not being operated in conformity with AOC's user manual.

The AOC authorised service centre may charge you current applicable hourly rates if the technician determines that the defect or failure was caused by:

- any method of use unrelated to the goods being defective;
- changes made to the normal settings of the monitor;
- your computer or other connected device or electrical power supply;
- any causes which are not covered by this warranty or as a consequence of the goods having been physically damaged or rendered defective as a result of any of the causes listed above.