

# New Zealand

AOC LCD Monitors are covered by 3 years limited warranty support as stated in the terms and conditions herein. Please complete the details on the form overleaf: you may be asked to provide this information if you request warranty service.

## WARRANTY PERIOD

The warranty here of shall mean a period of 3 years from the date of purchase.

## WARRANTY TERMS AND CONDITIONS ON AOC LCD MONITORS

1. AOC warrants that the monitor you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse. The receipt of purchase shall be provided as proof of the date of purchase and the warranty period commences as of that date.
2. During the warranty period, AOC LCD monitors will be picked up, repaired and returned by the AOC authorized service centre(s)/agent(s) or may be delivered and collected by the customer.
3. Notwithstanding the foregoing, this warranty shall not be construed to come with international warranty service. The warranty service only covers monitors which have been purchased in the local country. Extra charges will apply if service is requested in a different country.
4. Proof of purchase will be required in the event of discrepancy with alternative record(s) of sale.
5. The warranty automatically becomes void if the product has been physically damaged or rendered defective -
  - (a) as a result of an accident, misuse, fire, lightning, malicious damage, water damage, abuse or other circumstances beyond AOC's control;
  - (b) by the use of parts or peripherals not authorized by AOC;
  - (c) as a result of normal wear and tear;
  - (d) by use in an improper operating environment;
  - (e) by modification of the monitor;
  - (f) by the serial number or product code sticker being removed or defaced;

- (g) as a result of servicing by anyone other than an AOC authorized service centre or its authorized service agent(s);
  - (h) as a result of the monitor not being operated in conformity with AOC's user manual.
6. The customer must ensure that the monitor is packed in appropriate packing for all handling. Any damage due to improper packing will be chargeable to the customer.
  7. The AOC authorized service centre(s) may charge the customer at current applicable hourly rates if the technician determines that the problem is:
    - (a) user related;
    - (b) caused by changes made to the normal settings of the monitor;
    - (c) caused by the customer's computer or electrical power supply;
    - (d) due to cause(s) that are not covered by this warranty or that fall within the scope defined in item 5 above.
  8. The customer must ensure that they are available when the service centre's representative arrives to pick up or deliver the monitor. Any additional visits made due to the customer's unavailability will be chargeable to the customer; or else the customer can choose to deliver or fetch the monitor to (from) the service centre's agent at their own cost.
  9. Software-related faults resulting from incorrect software installation or usage or software viruses or software-inherent bugs shall not be considered as product faults and may incur a charge for rectification.
  10. Defective pixels in LCD panel monitors are not a warranty issue unless they are beyond the criteria prescribed in panel manufacturers' specifications for pixel defects. Please contact your reseller or visit the AOC website (<https://nz.aoc.com/>) for further information if required.

## **LIMITATION OF LIABILITY**

Where the Consumers Guarantee Act 1993 does not apply to the supply of the product, AOC will not be liable for any direct, indirect, consequential loss or damage arising from the negligence of AOC's employees, agents or subcontractors.

## SERVICE

On site warranty service support is available between 9:00am and 5:00pm Monday to Friday inclusive (excluding Public Holiday). For information on the location of appropriate service centre's and authorized agents, please contact AOC Authorized Service Centre's as below:

Tel 0800 426 677

Fax +64 9 571 2410

Email: [aocnz.support@aoc.com](mailto:aocnz.support@aoc.com)

## PRODUCT REGISTRATION

Please visit <https://nz.aoc.com/register.php> to register your monitor.

Please complete and keep with the original purchase docket.

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Tel (    ) \_\_\_\_\_

Fax (    ) \_\_\_\_\_

Email \_\_\_\_\_

Monitor model name \_\_\_\_\_

Serial No. \_\_\_\_\_

Place of purchase \_\_\_\_\_

Purchase date \_\_\_\_\_

Purchased from \_\_\_\_\_

### Important Note

Monitors are fragile and must be shipped in their original packaging wherever possible. AOC and/or it's service agents may not be responsible for damage in transit.