

Limited Warranty

Jonsa Australia Pty Ltd and its employees are proud of our products and are committed to providing our customers and end users with the best designed and manufactured products. This Limited Warranty describes Jonsa's warranty and procedures

Scope of Warranty

All Jonsa Australia products are warranted by Jonsa Australia against defect in workmanship and materials. Jonsa Australia Warranty does not cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems. This warranty does not apply to and Jonsa Australia will not be responsible for any defect in or damage to:

- the product if it has been misused, neglected, improperly installed, physically damaged or altered, (either internally or externally), damaged from improper use or use in an unsuitable environment, or tampered with by unauthorised persons;
- the product if it has been subjected to fire, water, generalized corrosion, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the product specifications;
- the product if its original identification (trade-mark, serial number) markings have been defaced, altered, or removed;
or
- the product if not used in accordance with instructions.

Warranty Period

Jonsa Australia products are warranted for a period of 12 months from (a) the date of sale to Jonsa Australia customers from Jonsa Australia warehouses / agents or (b) from the date of sale to end users by resellers unless otherwise specified, for use under normal operating conditions (1). Excluded from this 12 month warranty are "Spaun" products which carry a 5 year or 3 year warranty period depending on the product purchased for example, 5 wire equipment is 5 years, Spaun TDT unit is 3 years, Foxcom products that carry a 2 year warranty. Refurbished products are warranted for 3 months only from date of purchase.

All warranty claims must be submitted to Jonsa Australia or any approved reseller prior to the expiration of the warranty period along with proof of purchase. Claims for warranty without proof of purchase will be rejected.

Standard Warranty procedure

For warranty procedure please refer to Jonsa Australia "Sales and Return" Policy and Instructions (refer Appendices) which outlines the specific instructions for any claim under warranty.

Intended Use

Our products are manufactured and designed for a specific use. Customers who use a product outside the recommended guidelines in accordance with the "Operating Instructions" provided for the product may be declined a warranty claim.

Product Specifications

Product specifications are available on the Jonsa Australia web site (<http://www.jonsa.com.au>) and are subject to change without notice and should be confirmed with a Jonsa Australia representative prior to making any purchase.

No Other Warranties and Liability Limitation

This Limited Warranty policy represents Jonsa's sole and exclusive warranty obligation with respect to Jonsa Australia products.

This policy covers returns for warranty claims only unless otherwise expressly agreed in writing. This does not exclude the rights or other legal remedy of the customer under the Competition and Consumer Act, 2010 or other applicable legislation.

Disclaimer

In no event will Jonsa Australia be liable for any special, direct, indirect, incidental or consequential damages, losses, costs or expenses however arising whether in contract or tort including without restriction any economic losses of any kind, any loss or damage to property, any personal injury, any damage or injury arising from or as a result of misuse or abuse, or the incorrect installation, integration or operation of the product.

Note 1:

Normal Operating conditions means:

- The product must be used only for the purpose for which it was intended for and the application for which it was designed.
- The product must be installed and used in accordance with the installation instructions and any other relevant documentation

Appendices:

Sale and Return Policy and Instructions.