



End User Warranty Agreement

Repacked, refurbished and clearance products

DEFINITIONS

"REPACK" is a broad term LASER uses for special-buy items which are only available direct from the LASER web site and/or Laser authorized resellers. These items have been heavily discounted to clear - well under the Recommended Retail Price. These items may have been returned from retailers as faulty, but upon later testing has had Not Fault Found; or the unit was repaired to as new condition by the factory. Such stock may have slight soiling and/or minor blemishes on the actual product even though the utmost of care has been taken during processing. These products come with full 90 day LASER warranty from the date of Laser's invoice and full accessories.

"CLEARANCE" – From time to time goods may have been over purchased and retail trade partners were unable to take the extra inventory for their promotion/s; a special deal was organised with suppliers but the quantity was not enough to distribute through retailer channel; the retailer may have returned stock that hasn't sold through in a set period of time (called stock rotation). Such stock may have retailer security tape or markings still on the packaging for example and perhaps some slight soiling and/or marks on the packaging; the major proportion of goods have been unused and unopened, however some may have minor blemishes on the actual product even though the utmost of care has been taken during processing. These products come with full 90 day LASER warranty from the date of invoice and full accessories.

"BULK DEAL" is products ideal for OEM users and Trade Buyers. Supplied in bulk packaging (no retail packaging) these products are surplus to requirements and are being cleared at token prices. Due to the nature of these offers, we can-not take requests for specific colours, lengths or sizes of the individual products on offer. These products come with full 90 day LASER warranty from the date of invoice.

THE RETURNS PROCESS

Faulty or missing accessory items will not be treated as a warranty claim. Simply email our service team for further instructions.

An RMA number (Return Material Authority) is MANDATORY for all the warranty returns. RMA numbers can be requested online at www.laserco.net/support/warranty

A copy of the Proof of Purchase must be provided with the goods.

Returned goods **MUST** be securely packed and labeled to prevent lose and/or damage during transport. LASER reserves the right to reject any delivery failing to meet these conditions. Please call our Service Center if further information is required.

LASER will at its sole discretion choose to replace a returned product or part thereof, with the same or equivalent product or part. This will not alter your current warranty period. Refunds are not available.

Products returned and inspected as "No Fault Found" (NFF) will be returned with the freight charge payable by the end user.

TERMS AND CONDITIONS

The end user will cover the freight cost when returning the product to LASER.

LASER will in-turn, cover the cost for the return freight to the end user (Pending NFF inspections).

The exact life expectancy and duration of rechargeable batteries, digital photo frames screens with 3 or less "dead pixels" and products with minor scratches or marks cannot be warranted.

For further assistance, please contact our Service Department.

LASER Service Department

Phone: (02) 9870 3388

Email: support@laserco.com.au

Live Support online: <http://www.laserco.net/support>