

Australia & New Zealand Standard Warranty For Vogel's Products

Consumer Product Warranty (Warranty against Defects)

The purchase of a Vogel's product (hereinafter referred to in this Standard Warranty as "good(s)") includes coverage by Vogel's Standard Warranty. The Vogel's Standard Warranty is provided by: Standard Radio Distributors trading as Canohm (ABN 57 004 817 949), Building 4, 30 Prohasky Street, Port Melbourne Victoria 3207 Australia. Ph: 03 9644 7888, Email: service@canohm.com.au

Warranty terms and conditions

- 1.1 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. The benefits provided in this Standard Warranty are in addition to other rights and remedies you may have under law.
- 1.2 Subject to the above, as part of your Standard Warranty Canohm agrees to repair or replace at Canohm's cost the goods (which includes a supplied Vogel's accessory) purchased by you in Australia or New Zealand from a Vogel's Authorised Dealer when the good does not perform in accordance with the manufacturer's specifications during the Warranty Term specified below, commencing from the date of purchase.
- 1.3 Goods returned for repair may be modified or repaired with refurbished parts of the same type. Replacement of the good or a part does not extend or restart the Warranty Term.
- 1.4 The good will be at the owner's risk whilst in transit to and from the Canohm Authorised Service Centre, unless transported by Canohm or its Authorised representatives.
- 1.5 Transportation of the good to Canohm or its Service Centre is at your cost. Canohm will not be liable for any damage caused to the good whilst in transit.
- 1.6 The cost of repair or replacement of the good shall be at Canohm's cost but Canohm and its Authorised Service Centres may seek reimbursement of any costs incurred by them when the good is found to be in proper working order.

General exclusions and limitations

- 2.0 To the full extent permitted by law, but subject always to clause 1.1, the Standard Warranty will not apply:
 - (a). If the good has not been installed, operated, maintained or used in accordance with the manufacturer's instructions or specifications provided with the good.
 - (b). To damage as a result of malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, faulty or mis-adjustment, use of incorrect screw types, sizes or lengths for the mounted product, incorrect installation, incorrect hardware for the surface to which a bracket has been mounted, breakages due to excessive force having been applied, thunderstorm activity, acts of God, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, exposure to conditions that are known to cause damage or entry by any foreign object in the good.

- (c). To damage arising out of or during transportation, installation or while moving the good, or to any transportation costs of the good or any parts thereof to and from the owner, unless otherwise specified in these warranty terms.
- (d). To any failure, to the extent that the failure is not a failure of the good to perform in accordance with its specifications.
- (e). To replacement or repair of any:
 - (I). consumables (screws or cable ties), or
 - (II). lost parts or accessories.
- (f). To service of any good whilst it is outside Australia and New Zealand.
- (g). To any wear and tear if the good is used in commercial, industrial, educational or rental applications.
- (h). To any failure caused by the collapse or failure of any mounting surface (e.g. wall or ceiling) where the mounting surface is not strong enough to safely handle the combined weight of the bracket and the mounted product (i.e. TV).

3.0 To the full extent permitted by law but subject always to clause 1.1:

- (I). Canohm will not be liable for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.
- (II). This warranty will not extend to or cover any expenses associated with removing or un-installing the original product or re-installing the repaired or replaced product or all or any of its components. These costs at your expense.

Making a Claim

4.0 To make a claim under the Standard Warranty you will need to:

- (a). Contact Canohm (contact details below) to notify your claim and provide sufficient details to enable Canohm to assess the claim. In order to assist with this process you may visit the Support section located on the Canohm/Vogel's website.
- (b). Provide or make the good available to Canohm or a Canohm Authorised Service Centre. If you are required to return the good to a Canohm Authorised Service Centre, Canohm will provide details of the centre to you.
- (c). Provide proof of purchase of the good(s) (e.g. invoice or purchase receipt) at the time of making your claim (unless not required by law).

Vogel's Mounts have the following warranty periods:

- **Thin Series, Wall Series, 8000 Series, ForwardMotion Series, Physix = Lifetime Warranty**
- **6000 Series = 10 year warranty**
- **Original, Evolution, Professional Series = 5 year warranty**
- **Vogel's Motorised products have a 2 year warranty**

For further details or to find your nearest Vogel's Authorised Service Centre please contact:

Australia Toll Free on **1800 636 026**
Web: **www.canohm.com.au**
or email **service@canohm.com.au**

New Zealand Toll Free on **0800 486 435**
Web: **www.mayogroup.co.nz**
or email: **info@mayogroup.co.nz**