



## PRODUCT WARRANTY

This Ness Corporation product warranty offers the customer peace of mind and protection and is in addition to other rights and remedies of the consumer under a law relating to goods of the type covered by this warranty.

Unless otherwise specified, the warranty period against defects for Ness Corporation manufactured products or other products supplied by Ness Corporation including Hikvision products is three years from the date of purchase. See the separate warranty statements for iCentral, Smartlink and APCS divisions.

To make a warranty claim, the product should be returned to any Ness Corporation branch; details of which appear below. The product must be returned with the installer's fault report clearly stating the company name and contact details of the purchaser, the date of purchase, product serial number/s (if any), the original invoice number and a detailed fault description.

The product can be returned in person, by mail or by courier at the customer's expense. Ness Corporation will not be liable for the cost of removal, re-installation or transportation.

Products deemed faulty will be repaired or replaced at Ness Corporation's discretion free of charge but no responsibility is accepted for products subjected to misuse nor is responsibility accepted for consequential costs. A specific exception to our product warranty relates to damage caused by lightning strike or power surge to equipment connected directly to phone lines. Repair or replacement charges will apply in respect of such damage.

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 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.

The complete Ness Corporation Terms and Conditions statement is printed in the Ness Trade Account Application, on the Ness Corporation web site and is also available on request from any Ness Corporation branch.



Innovative Electronic Solutions



[www.ness.com.au](http://www.ness.com.au)

Ness Corporation Pty Ltd ABN 28 069 984 372 Private Bag 23 Seven Hills NSW 1730 Australia Ph +61 2 8825 9222 Fax +61 2 9838 8508 Email: [ness@ness.com.au](mailto:ness@ness.com.au)



**SYDNEY**  
4 / 167 Prospect Hwy  
Seven Hills NSW 2147  
Ph 02 8825 9222  
Fax 02 9674 2520  
[sales@ness.com.au](mailto:sales@ness.com.au)

**MELBOURNE**  
Unit 4 / 56 Norcal Rd  
Nunawading VIC 3131  
Ph 03 9875 6400  
Fax 03 9875 6422  
[nessmelb@ness.com.au](mailto:nessmelb@ness.com.au)

**BRISBANE**  
Unit 5 / 16 Metroplex Ave  
Murarie QLD 4172  
Ph 07 3399 4910  
Fax 07 3217 9711  
[nessbris@ness.com.au](mailto:nessbris@ness.com.au)

**ADELAIDE**  
Unit 1 / 22 Ware St  
Thebarton SA 5031  
Ph 08 8152 0000  
Fax 08 8152 0100  
[adelaide@ness.com.au](mailto:adelaide@ness.com.au)

**PERTH**  
Unit 1 / 9 Inverness Street  
Malaga WA 6090  
Ph 08 9328 2511  
[nessper@ness.com.au](mailto:nessper@ness.com.au)