

# LIMITED PRODUCT WARRANTY STATEMENT

FOR ALL BRAND NEW AOPEN BRANDED MONITORS SOLD IN AUSTRALIA THROUGH THE ACER AUSTRALIA ONLINE STORE.  
**THIS WARRANTY STATEMENT IS NOT APPLICABLE TO ANY ACER BRANDED PRODUCT OR OTHER ENTERPRISE STORAGE**

This limited hardware warranty is in addition to any rights that you may have under the Australian Consumer Law (the ACL).

**Rights under the Australian Consumer Law:** 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.

Type of Product	Standard Warranty Entitlement
Brand new Aopen monitors sold through the Acer Australia online store.	3 Year Return to Acer Service Centre (Return to Base)

### General Provisions and Exclusions

Acer Computer Australia Pty Ltd is the licensed importer of Aopen-branded monitors sold through the Acer Australia online store. All warranty claims and service-related support for these products in Australia will be administered by Acer Computer - Building F, Unit 4, 350 Parramatta Road, Homebush West NSW 2140 (ABN 78 003 872 768). Aopen is part of the Acer Group (Acer Inc).

Acer Computer Australia (on behalf of Aopen) warrants that the Aopen-branded monitor you have purchased from the Acer Australia online store is free from manufacturing defects in materials and workmanship when dispatched from our warehouse.

During the warranty period as indicated above, the Acer Authorised Repair Centre will, at no additional charge, replace defective parts with new parts or serviceable parts that are equivalent to new parts in performance. All replaced or exchanged parts, which are taken out under this warranty, become the sole property of Acer. In the event of a return to base warranty repair, it remains the user's responsibility to ensure they suitably pack their device to ensure safe transit to our service centre. Acer will make arrangements to have your device repaired at our service centres, using one of our nominated logistics partners.

Any damages resulting from improper and/or inadequate packing shall not be considered as product faults and may incur a charge for rectification, if repairable. Acer reserves the right to undertake its own inspection/assessment of any Aopen-branded device supplied through the Acer Australia online store and further reserves the right to complete its inspection or assessment at our nominated service centres as deemed appropriate. Acer reserves the right to deem any device as Beyond Economical Repair (BER). All goods must have a repair authorisation number issued by Acer, prior to being sent into our service centres. This warranty does not apply and, at Acer's discretion, becomes void if the product has been physically damaged or rendered defective: (a) as a result of accident, misuse, or abuse, or other circumstances beyond Acer's control; (b) by the use of parts or peripherals not manufactured or supplied by Acer; (c) as a result of normal wear and tear; (d) by use within an improper operating environment; (e) by modification of the product; (f) by the serial number being removed or defaced; (g) as a result of services rendered by anybody other than an Acer authorised repairer; (h) as a result of the product being operated otherwise than in accordance with Acer's instructions or; (i) as a result of liquid/chemical damage, exposure to bodily fluids and/or solids, or damage resulting from vermin, insect or other pest infestation.

Software-related faults resulting from incorrect software installation or usage, viruses or other malicious applications, or other computer program errors shall not be considered as product faults and may incur a charge for rectification, if requested. It remains the user's responsibility to keep useable archive backups of all data and to reload all software following any maintenance or repair work (except the operating system). Acer is not responsible for damage to, or loss of, any programs, data, or removable storage media, including any consequential loss or damage. Acer is also not responsible for future upgrades of software products bundled with Aopen-branded Products and make no assurances or guarantees that devices will support or be compatible with any software releases or updates, or hardware not configured and provided by Acer Computer. All devices repaired by Acer's service centres will be restored to their original factory configurations. Repairs made by Acer Authorised Personnel will be chargeable at current applicable hourly rates to you if: (a) the technician finds the problem is user related; (b) caused by change in normal settings of the computer, or (c) software issue not covered under our standard warranty. This warranty is given in addition to the other remedies that are conferred to you by the law. As part of Acer's validation and/or verification process, we reserve the right to undertake further assessment of the device or ask the user to undertake simple and reasonable troubleshooting measures to test their device. We appreciate your cooperation in this matter.

Aopen Monitor Customers in Australia  
Please Contact Acer's Customer Care Team

**Technical Support: 1300 365 100**  
9:00am to 6:00pm Monday to Friday AEST  
9:00am to 6:00pm Saturday and Sunday AEST

Service and Repair Enquiries: 1300 365 100  
9:00am to 6:00pm Monday to Friday AEST

\*Applicable local call and mobile charges apply.  
Online Helpdesk: <https://au.answers.acer.com/app/ask>

