

# LIMITED PRODUCT WARRANTY STATEMENT

FOR ALL ACERPURE BRANDED CONSUMER PRODUCTS & FILTERS SOLD IN AUSTRALIA AND NEW ZEALAND

THIS WARRANTY STATEMENT IS NOT APPLICABLE TO ANY OTHER ACER-BRANDED PRODUCT

This limited hardware warranty is in addition to any rights that you may have under the Australian Consumer Law (the ACL) or the New Zealand Consumer Guarantees Act (the CGA).

**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
All locally supplied and sold AcerPure branded products (excluding filters)	1-year return to base.
All locally supplied and sold AcerPure branded filters and consumables	6-month return to base.

### General Provisions and Exclusions

Acer Computer Australia and New Zealand warrant that the product you have purchased 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. If an AcerPure product requires inspection and/or service, Acer will arrange to have your device repaired at our service centres, using one of our nominated logistics partners. It remains the user's responsibility to ensure they suitably pack their device to ensure safe transit to our service centre.

Any damages resulting from improper and/or inadequate packing shall not be considered product faults and may incur a charge for rectification, if repairable. Acer reserves the right to undertake its own inspection/assessment of any AcerPure-branded device 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 to our service centres.

This warranty does not extend to any product not purchased from an Acer Authorised Reseller and product local warranties apply only in the original country from where the goods were supplied and purchased. 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 an accident, misuse, or abuse, or other circumstances beyond Acer's control; (b) by the use of parts, consumables 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 or improperly fitted consumables; (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.

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 or induced; (b) caused by use within an improper environment, or (c) a result of exposure to contaminants, accidental or otherwise. 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.

### Making Warranty Claims for your AcerPure Product or Accessory

As part of Acer's validation and/or verification process, we reserve the right to undertake further assessment of the product and/or accessory and may ask the consumer (or their elected representative) to undertake simple and reasonable troubleshooting measures.

To ensure your claim is processed in the most efficient manner, please be sure to clearly outline the following details when calling Acer's contact centre or when raising an online service request via Acer's online helpdesk:

- A very clear and detailed description outlining the problem and/or concern with the product
- The SNID number and serial number of the AcerPure product and/or accessory
- Details of the original proof of purchase where the goods were sold.

Customers in Australia	Customers in New Zealand
Technical Support: 1300 365 100 7:00am to 9:00pm Monday to Friday AEST 9:00am to 6:00pm Saturday and Sunday AEST  Service and Repair Enquiries: 1300 365 100 7:00am to 9:00pm Monday to Friday AEST  *Applicable local call and mobile charges apply. Online Helpdesk: <a href="https://au.answers.acer.com/app/ask">https://au.answers.acer.com/app/ask</a>	Technical Support: 0800 223 769 7:00am to 9:00pm Monday to Friday AEST 9:00am to 6:00pm Saturday and Sunday AEST  Service and Repair Enquiries: 0800 223 769 7:00am to 9:00pm Monday to Friday AEST  *Applicable local call and mobile charges apply. Online Helpdesk: <a href="https://au.answers.acer.com/app/ask">https://au.answers.acer.com/app/ask</a>