

## Product Warranty Terms

### 1.1 Warranties provided by Direct National

Dependant on the product and manufacturer, Direct National Pty Ltd ACN 079 502 926 will:

- (a) provide warranties on behalf of manufactures directly;
- (b) facilitate on behalf of a customer a warranty claim by the customer with the manufacturer; or
- (c) not provide any warranty or warranty claim assistance,

as detailed in the Warranty Table.

### 1.2 Commencement of Warranty Period

- (a) Your invoice is your proof of your purchase.
- (b) The warranty period commences from the date your invoice is issued.

### 1.3 Variation to Standard Warranties

The information in the Warranty Table is to be read subject to any warranty conditions contained in your invoice.

### 1.4 Direct National Warranty Table

Product	Brand	Warranty Period	On site / back to base
Smart-Pad LED Interactive Panel		5 years	Back to Base (Direct National)
Projectors	Epson	-	Manufacturer provides warranty: <a href="http://www.epson.com.au/warranty/">http://www.epson.com.au/warranty/</a>
Binders	Jastek	1 year	Back to base
	Prima	1 year	Back to base
Laminators	Fuji	- 1 year	Manufacturer provides warranty:back to base
	Emseal	1 year	Back to base
	Applikator	1 year	
Shredders	Ideal		All category back to base
Guillotines	Jastek		"
	Ideal		"
Trimmers	Jastek		"
	Neolt		"
Paper folding machines	Uchida		"
Paper drills & punchers	Uchida		"
Electric stapler	Rapid		"

### 1.5 Warranty Exclusions

Your warranty will be void if the fault is due to reasons other than faulty or defective parts or workmanship, including but not limited to the following:

- (a) accident;
- (b) food or liquid spills;
- (c) improper installation;
- (d) liquid immersion;
- (e) incorrect voltage or use of batteries or charging units other than those supplied with the product or recommended.
- (f) use or storage in condition or at temperatures other than as recommended in the products specifications or instruction manual;
- (g) incorrect, improper or inappropriate installation;
- (h) misuse or abuse, including failure to properly maintain or service;or
- (i) infestation;

Direct National also reserves the right to refuse to honour a warranty where:

- (a) the products serial number or warranty seal has been removed or defaced;
- (b) the products serial number or warranty seal has been removed or defaced;
- (c) software related faults resulting from incorrect installation of software or as a consequence of malware; or
- (d) software related faults resulting from incorrect installation of software or as a consequence of malware.

## 1.6 Notice of Warranty

- (a) Direct National may provide notice of the relevant product warranty information to you in their invoice (**Notice of Warranty**) and will further detail whether the warranty is provided by or through Direct National or by the manufacturer, as a part of its customer service practices.
- (b) Direct National in no way represents or warrants that it is responsible for ensuring that the information in the Notice of Warranty is accurate, if the respective product warranty is directly between you and the manufacture.
- (c) Direct National accepts no responsibility for any errors or amendments to manufacturer warranty information in the Notice of Warranty and you agree that you will:
  - (i) not make any request for Direct National to honour a manufacturer's warranty;
  - (ii) not make any complaint or claim in relation to misinformation in the notice of warranty Direct National has provided to you; and
  - (iii) investigate the warranty with the manufacturer directly so that you have satisfied yourself of the actual terms of the manufacturer's warranty and have in no way relied upon the warranty information in the Notice of Warranty that you have been provided with.

## 1.7 Arranging with Direct National

Direct National require the following information prior to Direct National providing any assistance with respect to a product warranty:

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|--|--|
| (a) Product name and model;  | (b) Product name and model;                                      |
| (c) Full serial number;  | (d) Full product serial number;                                  |
| (e) Your contact address, email, telephone and facsimile number; and | (f) Your contact address, email, telephone and facsimile number. |

## 1.8 Freight

Unless the Warranty Table provides that a warranty is on site, all freight charges incurred as part of a warranty service by Direct National are to be paid in full by you.