

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.

Warranty periods unless otherwise specified:

NESS manufactured or supplied products:	3 Years from date of purchase
HIKVISION including cameras, recorders	3 Years from date of purchase
HILOOK including cameras, recorders	3 Years from date of purchase
TECOM Challenger	5 Years from date of manufacture
TRUVISION including cameras, recorders	3 Years from date of manufacture
ARITECH Hardwired contacts, hardwired sensors, passive modules and components	5 Years from date of manufacture
BOSCH including cameras, recorders	Items purchased after September 2022 Thermal products: 3 years from date of purchase Fixed cameras: 5 years from date of purchase PTZ cameras: 5 years electronics, 3 years mechanical Items purchased prior to September 2022 3 years all items
DIGITAL WATCHDOG including cameras, recorders	Cameras, Recorders, Servers: 3 Years from date of purchase Servers with a Dell service tag: check the Dell website
iCentral, Smartlink, APCS	See the separate warranty statements for each division

To make a trade 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
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