

## iMARK Warranty Policy

All IMARK branded goods are covered by Limited Warranty against failures caused by faulty workmanship and/or materials for a period of twelve months from the date of invoice.

The IMARK Warranty policy covers costs incurred based on the user returning the goods to the place of purchase at their expense.

Imark warranties do not cover failures due to miss-use, improper operation, improper installation, improper programming, fuse failures, the effects of lightning strikes or NEMP, or failures caused by third party equipment.

All IMARK products must be used and/or handled with due care, under normal operating conditions, and in accordance with the relevant standards and good industry practices.

All Imark products must be mounted, installed and connected in accordance with relevant standards and good industry practices, and with due care by persons with appropriate technical qualifications.

All IMARK branded products are supplied with a user manual. The user manual includes a section describing the correct installation procedure, and full programming details, as well as having various WARNINGS shown in appropriate parts of the manual. These instructions and warnings **MUST** be followed. Further, some Imark products include the ability to program the operating parameters of the product. In cases where the Imark product operates with third party equipment, such as batteries or PV Panels, the third party instructions **MUST** be followed. Installers and Users **CAN-NOT** rely on the factory default settings being appropriate for third party equipment.

Imark accepts **NO** responsibility whatsoever for damage caused to third part equipment, or for damage caused by incorrect installation or incorrect programming.

If you have purchased this product in Australia, you should be aware that this warranty is provided in addition to other rights and remedies held by a consumer at law.

Our goods come with guarantees that cannot be excluded under 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.

Warranty repairs are carried out by mark Communications Pty. Ltd. "in house" at 75 Mark Street, North Melbourne, Vic. 3051, but may be carried out by an Imark authorised repair technician. Equipment requiring warranty repair should be returned freight prepaid to the above address. Equipment will be repaired or replaced at the discretion of Imark Communications Pty. Ltd. within three working days and will be returned to the customer freight prepaid anywhere within Australia.

Non-Warranty repairs will be carried out by Imark Communications Pty. Ltd. on a similar basis but with freight and repair charges being to the account of the customer.