



Q-See Warranty Policy

Policy Document

Perisale Australia Pty Ltd

ACN: 611 838 530

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www: <http://www.perisale.com.au>
Email: campbell@perisale.com.au
Title: General manager
Address: Unit 12 71-83 Asquith St
Silverwater, NSW.
Australia. 2128

1. Introduction

This is a warranty policy document for use with the purchase of Q-See CCTV and related security products in Australia.

This warranty policy covers items manufactured by Q-See International Limited (Hong Kong) to end consumers through major Australian retailers with part codes that end in -AU and for all Q-See items supplied direct from Perisale Australia, Authorized Perisale Australia sub-distributors, resellers and the perisale.com.au/shop and q-see.com.au/shop web stores.

1.1 Purpose of document

The purpose of this document is to provide guidance to end purchasers of Q-See products in Australia. (The Purchasers)

1.2 Distribution

This document is for public distribution.

1.3 Document Owner and Contact Details

Please use the following for all communications regarding this document:

www:	http://www.perisale.com.au
Email	campbell@perisale.com.au
Title:	General manager
Address:	Unit 12 71-83 Asquith St Silverwater, NSW. Australia. 2128

2. The Warranty Policy

2.1 In General

In general Perisale Australia Pty Ltd (“Perisale”) ACN 611 838 530 of URL <https://www.perisale.com.au> and <https://perisale.com.au> is the authorised Australian Distributor for Q-See International Limited (Q-See) of Kawloon Hong Kong (www.q-see.com.hk) Q-See is a manufacturer of CCTV and related security products.

As the Australian Distributor Perisale will provide access to the Q-See warranty services on behalf of Q-See in Australia for items purchased from authorised Australian retail outlets, sub-distributors agents and resellers by end consumers (the Purchaser)

Items covered under this warranty have the product codes (printed on each item) that end with -AU suffixes or have been purchased direct from Perisale or an authorised Australian agent or retailer.

Items purchased from outside of Australia that do not have a -AU suffix in the part code are not covered by this warranty policy.

2.2 Privacy Policy

Our privacy policy, which sets out how we will use your information, can be found in our Privacy Policy document also published on the Perisale Website.

The policy is available from: <https://www.perisale.com.au/wp-content/uploads/Perisale-Privacy-Notice-v.1.0.pdf>

2.3 Shipping

We reserve the right to ship products by road, air or sea shipping at our discretion. Shipping and handling charges to Perisale are the responsibility of the purchaser. Return shipping will be provided by standard Australian Post facility uninsured with shipping and handling charges borne by Perisale Australia. Any loss through the Australia Post network of returned uninsured goods will be borne by the purchaser. The purchaser may request an insured return service with a courier or Australia Post for additional cost to be borne by the purchaser or the purchaser may arrange pickup. Any shipping estimates for faster and or insured return will be provided before any shipping occurs. The option to add faster return and or insurance is at the discretion of the purchaser.

Onward shipping charges where necessary for specialist items such as high value Video Surveillance Servers, Network Video Recorders or end of life products to and from Q-See Hong Kong are the responsibility of the purchaser.

2.4 Claims

Claims for the loss or for visible or hidden damage in shipment are the responsibility of the purchaser and must be made to the freight carrier immediately. You must ask for a prompt and thorough inspection by the carrier to ensure that claims are approved. We will provide any assistance required in claim processing. CLAIMS FOR SHORTAGES MUST BE MADE TO US WITHIN FIVE (5) WORKING DAYS OF RECEIPT OF SHIPMENT.

2.5 Warranty

WE WARRANT ON BEHALF OF Q-SEE THAT EACH Q-SEE HARDWARE PRODUCT THAT YOU PURCHASE IS FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE DURING THE WARRANTY PERIOD. THE WARRANTY PERIOD FOR THE PRODUCT STARTS ON THE ORIGINAL DATE OF PURCHASE AS SHOWN ON YOUR SALES RECEIPT OR INVOICE OR AS MAY BE OTHERWISE SPECIFIED BY PERISALE AND Q-SEE.

STANDARD WARRANTY ON PRODUCTS IS VALID FOR ONE YEAR AND IS OFFERED THROUGH PLACE OF PURCHASE OR DIRECT FROM Q-SEE AND PERISALE AUSTRALIA.

EXTENDED WARRANTY ON ALL PRODUCTS IS VALID FOR TWO YEARS FOR ALL PURCHASES REGISTERED ON [HTTP://WWW.Q-SEE.COM.AU/REGISTER](http://www.q-see.com.au/register). EXTENDED WARRANTY IS OFFERED DIRECT FROM Q-SEE AND PERISALE AUSTRALIA AND CAN NOT BE CLAIMED THROUGH PLACE OF PURCHASE IN THE SECOND YEAR.

THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES APPLY ONLY TO THE EXTENT AND FOR SUCH DURATION AS REQUIRED BY LAW AND ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY. THE ABOVE LIMITATION ON DURATION MAY NOT APPLY TO YOU.

WE ASSUME NO LIABILITY FOR INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES FOR LOSSES RESULTING FROM THE USE OF OUR PRODUCTS OR ANY BREACH OF WARRANTY. MERCHANDISE THAT HAS BEEN REPLACED DURING THE WARRANTY PERIOD DOES NOT EXTEND THE WARRANTY PERIOD PAST THE ORIGINAL PERIOD. IF A PRODUCT FAILS OUTSIDE OF THE WARRANTY PERIOD, CONTACT PERISALE FOR INFORMATION ON REPAIR PROCEDURES AND COST. ANY PRODUCT SENT IN FOR REPAIR WILL BE THOROUGHLY TESTED PRIOR TO REPAIR. ALL SHIPPING CHARGES FOR EQUIPMENT TO AND FROM PERISALE US ARE THE RESPONSIBILITY OF THE PURCHASER.

PHYSICAL DAMAGE TO AN ITEM WILL VOID WARRANTY

BROKEN WARRANTY SEALS ON AN ITEM WILL VOID WARRANTY

2.6 Faulty Item Return

Items believed to be in non-working condition when received as new are classified as DOA (dead on arrival). DOA products may be returned for replacement or refund within 30 days of the date purchased to the place of purchase.

For direct warranty service during the standard and extended warranty period please call Perisale on 02 9748 8899 or email support@perisale.com.au before returning any item. Many problems and compatibility issues can be resolved with a phone call. Any items returned to us must be accompanied by a Return Merchandise Authorization (RMA) number from our RMA department. The RMA department is open from 9am to 5pm AEST. Items returned under an RMA must be shipped prepaid with the original box and packing material. Kits must be returned in their entirety. No partial returns will be accepted. The RMA number must be clearly marked on the outside of the box and a copy of the original invoice and description of the problem must

be enclosed. RMA material must be received within 30 days of the date of the RMA was issued. Improperly packed items will be returned and the warranty will be un serviced. Replacement material cannot be shipped until the returned material has been received and tested. Freight, shipping and custom charges are not refundable. Software with broken seals and optical media are not returnable.

2.7 Return Merchandise Turnaround

We reserve the right to test returned products and determine the items status. Most RMA's are replaced between 3 and 5 working days or repaired within 10 working days of receipt by Perisale. RMA's are then returned to sender via our nominated shipping method at our expense generally via uninsured Australia Post Standard service with recipient signature required. If other shipping services or shipping insurance is desired, the purchaser will be responsible for any additional shipping charges or for arranging courier pickup. Our technicians will do their best to help locate an item in the unlikely event of a shipping loss. Loss in shipping is at the recipient's risk provided proof of delivery to Australia Post or pickup by a nominated courier can be demonstrated.

Items that are not currently in Australian wholesale stock, buffer warranty stock or refurbished goods stock may be returned to Q-See Hong Kong for specialist warranty servicing. In this event turnaround times will be longer than typical and loan equipment may be offered as an interim measure or a free model upgrade may be offered at Perisale's discretion. This is particularly the case for specialised high value Video Surveillance Servers, Network Video Recorders or end of life products. In some circumstances a discounted upgrade to another model may be offered but acceptance is not mandatory.

2.8 Return Merchandise Procedures

Perisale will on behalf of the manufacturer at our sole discretion, repair or replace items in warranty with identical or functionally equivalent new or refurbished product. Shipping charges are not refundable.

A RMA NUMBER IS REQUIRED FOR ANY RETURN MERCHANDISE

Before returning any product obtain technical support and then a return merchandise number if your item is confirmed as faulty or suspected faulty. Obtain a RMA number by telephoning 02 9748 8899 or emailing support@perisale.com.au Please be prepared to provide:

- Your name and company name
- Your invoice and/or sales order number and place of purchase
- Date of purchase
- Part number in question
- Serial number for item
- Summary of the problem

Once your information is verified and approved and you receive your RMA number. Then do the following:

A. Return the product within 30 days to: Perisale Australia RMA Team, Unit 12, 71-83 Asquith St. Silverwater. NSW 2128

B. RMA numbers must be displayed on the shipping label. Please do not write on the original box. Please include a photo copy of your proof of purchase. Please include a short written fault description.

C. Returned goods must be shipped freight pre-paid in their original box with all packing material, cables and cords included. A charge will be applied for missing components if these are required. Products not returned in the original packaging may be refused new for old replacement.

D. Any equipment returned without an RMA number will be refused.

2.9 DOA Return Procedure

All DOA returns must be made to the place of purchase within 30 days of purchase and returned products must be in as new saleable condition. Saleable condition means they must be undamaged, unmarked, complete and in the original packing suitable for resale. If goods do not meet resale standard they may be rejected or later returned to you. Equipment must not be over 30 days old based on your invoice date.

Additional return policies of the retailer or authorised agent may apply.

2.10 Important Note

We shall not be liable under any circumstances for any special, consequential, incidental or exemplary damages, including, but not limited to damages for lost profit, loss of use, lost data or any damages or sums paid by the purchaser to third parties, even if we have been advised of the possibility of such damages. The foregoing limitation of liability shall apply whether any claim is based on principles of contract, warranty, negligence, or other sort of breach of any statutory duty, principals of indemnity, or contributions to the failure of any limited or exclusive remedy to achieve its essential purposed otherwise.