



**Congratulations!** You have made an excellent choice of this quality product. Our commitment to quality also includes our service. Should you, contrary to expectations, experience defects due to manufacturing faults Nu-Life Pty Ltd will provide you with a warranty against defects as follows:



### **Warranty**

The product is guaranteed to be free from manufacturing defects for a period of 12 years for antennae and 24 months for all other products, from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and for compensation for any other reasonable 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.

### **Proof of Purchase**

This warranty is valid for the original purchase and is not transferable. Please keep your purchase docket, tax invoice or receipt as the best proof of purchase, and as proof of date on which the purchase was made.

### **Extent of Warranty**

This warranty is limited to defects in workmanship or parts. All defective products or parts will be repaired or replaced. This warranty does not cover batteries or any other consumable items.

### **Normal Wear and Tear**

This warranty does not cover normal wear and tear to the products and parts.

### **Exclusions**

This warranty does not cover:

- Any defects caused by an accident, misuse, abuse, operation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by the distributor
- Any product that has not been operated or maintained in accordance with the manufacturers operating instructions provided with the product
- Any damage caused by improper power input or improper cable connection

### **To make a claim**

Contact Nu Life Pty Ltd – 85 Mulga Rd OATLEY NSW 2233.

Phone: 1300 809 909.

Email: [service@nulifetv.com.au](mailto:service@nulifetv.com.au)

Please provide the original or a copy of the proof of purchase. Also please make sure you have included an explanation of the problem.

Please note upon receiving your warranty claim, Nu-Life Pty Ltd will attend site to inspect the goods. Following a detailed inspection of the goods Nu-Life Pty Ltd will determine the appropriate remedial action required and advise you accordingly.

### **Satisfaction Guarantee**

***Nu-Life TV values our clients and welcomes your feedback. Should for any reason you feel unsatisfied with the Service or Product you receive and should you not be satisfied with the response you are getting from our call centre please feel free to contact our Senior Management (Carl or Arthur) on 02 9549 0010.***