

Product Warranty

PEL warrants to repair or replace, (at PEL's option) its Products if they fail due to defects in materials or workmanship if a claim is made within 12 months of the original purchase date. The Customer must be able to provide proof of purchase and the serial number to make a claim and must follow the return procedure outlined on PEL's website or advised directly by PEL to the Customer. If the claim is made 30 days after the original purchase date then the Customer will be liable for the shipping costs (if any).

The warranty is non-transferable and restricted to the original purchaser.

The warranty does not cover:

- a. products that are purchased and/or operated outside of Australia or New Zealand.
- b. fair wear and tear;
- c. damage or defect resulting from misuse, abuse, neglect, improper shipping or installation;
- d. products not operated within manufacturer specifications;
- e. any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to the product;
- f. products that have been serviced or altered by anyone other than an authorised PEL representative;
- g. any additions or modifications made after purchase;
- h. any replacement part(s) furnished to the customer in fulfilment of this warranty;
- i. any technical support for any software including installed OS or other programs;
- j. any problems caused by after-market software or hardware modifications or additions; and
- k. any third party software or virus related problems.

PEL and its Authorised Service Centre accept no liability for any software programs, data or information stored on any media, or any parts of any Products returned for repair to PEL. All pre-installed software programs are the responsibility of the customer. PEL is not responsible for loss of data or time, even with hardware failure.

PEL makes no other warranties, either express or implied, including but not limited to: implied warranties of merchantability, fitness for a particular purpose, and/or conformity to any representation or description, with respect to this product. There are no warranties which extend beyond that expressed in this warranty.

PEL is not responsible for any loss caused by a product requiring service. PEL expressly disclaims liability for any consequential, indirect or special damage or loss of any kind (including loss of profits) that may arise out of any breach of warranty (express or implied).

Full terms and conditions of the warranty can be found in our **Terms and Conditions of Trade** [\[hyperlink\]](#)

Procedures for Obtaining Warranty Service

In order to obtain the benefit of this warranty, the customer must comply with the following provisions:

The customer must provide PEL with proof of purchase and the serial number.

If there is a failure of the product to which this warranty applies, or may apply, the customer must cease using the product immediately and contact PEL on +64 7 849 0999. A Return Merchandise Authorisation ("RMA") number will be issued. RMA numbers are only valid for 30 days from the date of issue.

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If the product must be returned to be repaired:

- a. The customer must follow the instructions given by PEL technical support staff to ship the product or parts. .
- b. The RMA number must be displayed clearly on the outside of the package. A letter detailing the problems, the customer's full contact details, a copy of the original proof of purchase and the serial number should also be included.
- c. The items should be shipped to PEL Service Centre, 38c Northway Street, Te Rapa, Hamilton 3241, New Zealand.
- d. The customer assumes full liability for losses or damages resulting from shipping.

If new parts are required by the customer, these will be shipped to the customer via the most convenient method deemed by PEL. The Customer will need to ship defective parts back to PEL within 15 days of receiving the new parts to avoid a claim for the cost of the new parts. If the warranty does not provide cover for the new parts the customer will be billed for the parts at the then current price.

Acceptance of claim

If a claim under the warranty is accepted, PEL will meet its obligations free of charge to the purchaser. If an accepted claim is within 30 days of purchase then the customer's shipping costs (excluding air freight) will be refunded by PEL. If the claim is made after 30 days of purchase, the customer will be liable for all the shipping costs.

Repairs will be carried out as soon as practicable. The timing of a repair may depend on the availability of replacement parts and components. All original parts (parts installed by PEL at the original system build) replaced by PEL or its authorised service centre, remain the sole property of PEL.

If a claim under the warranty is not accepted, or the warranty period has expired the customer is liable for payment for any service or repair carried out by PEL.

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