

## Philips Monitors Australia Warranty Card

**Warranty Service Contact: 1300 360 386**

**Please record the following information for your records and keep in a safe place.  
We recommend retaining your proof of purchase to assist with any warranty claim.**

**Model number:** .....

**Serial number:** .....

**Date of purchase:** .....

**Retailer:** .....

### **In this warranty:**

#### **We or us means**

Top Victory Australia Pty Ltd,  
Address: Suite 10, Level 2, Building 1, 30-32 Barcoo Street, Roseville NSW 2069  
Telephone: 1300 360 386  
Email: [info@philipsmonitors.com.au](mailto:info@philipsmonitors.com.au)  
Website: <http://philips.com/support>

#### **Authorized Service Center means**

Compucon Computers Pty Ltd  
Address: Unit 12, 22 Hudson Avenue, Castle Hill, NSW 2154  
Telephone: 1300 360 386  
Fax: (02) 9496 5876  
Email: [philips.monitor.au@philipsmonitors.com.au](mailto:philips.monitor.au@philipsmonitors.com.au)  
Website: <http://philips.mmd-display.com>  
Service hours: Mon. ~ Fri. 9:00am ~ 5:00pm EST

**You means** the purchaser or the original end-user of the Goods;

**Supplier means** the authorised distributor or retailer that sold you the Goods in Australia;

**Goods means** the product or equipment which was accompanied by this warranty and purchased in Australia.

### **Important Information about Your Warranty**

**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. This is not a complete statement of your legal rights as a consumer.**

## **Important Information about Your Monitor Packaging**

### **Monitors are fragile goods!**

**Please retain all packaging materials in case of transportation.**

Philips monitors provides a free onsite warranty pickup service for all monitors requiring service under the Philips Monitors Australia Additional Warranty **only** when the monitor is repacked into its entire original foam packaging & outer box.

In cases where the monitor packaging has been discarded you must provide your own suitable packaging which protects the monitor from damage during transportation & deliver it to the service centre at your own cost & risk. In this case the Philips monitors service centre will continue to provide free-of-charge return of the monitor to you after repair once it has been repacked into suitable packaging safe for transportation.

**In addition to the rights and remedies that you have under the Australian Consumer Law, or any other applicable law, we provide the following warranty against defects:**

### **Philips Monitors Australia Additional Warranty:**

Monitor Type	Warranty Period	Model Type Identifier (First letter in model name)	Example	Warranty Service Telephone
Home	3 Years	V, E	24 <b>E</b> 1N1200A 322 <b>E</b> 1C 272 <b>V</b> 8A	1300 360 386
Gaming	3 Years	M	27 <b>M</b> 2N3200S 32 <b>M</b> 1C5200W 49 <b>M</b> 2C8900	
Office	4 Years	S, B, P	272 <b>S</b> 1AE 34 <b>B</b> 1U5600CH 439 <b>P</b> 1	

1. This warranty is only valid and enforceable in Australia.
2. If during the warranty period (listed in the above table) starting from your date of purchase from the Supplier, the Goods prove defective by reason of improper workmanship or materials and none of your statutory rights or remedies apply, we will repair or replace the defective Goods at our cost.
3. We do not have to repair or replace the Goods under this Additional Warranty if the Goods have not been acquired by a consumer within the meaning of the relevant legislation or they have been misused.
4. In some cases, we may decide to substitute the Goods with a similar alternative product of our choosing. All such decisions are at our absolute discretion.
5. All such repaired, replaced or substituted Goods continue to receive the benefit of this Additional Warranty for the time remaining on the original Warranty Period.
6. To the extent permitted by law, this Additional Warranty is limited to repair, replacement or substitution only. As far as the law permits, we will not be liable for any loss or damage caused to property or persons arising from any cause whatsoever.
7. In the case of warranty service within the valid warranty period you should contact our Authorized Service Centre on 1300 360 386. You will be asked for details of the Goods, a description of the defect and your personal details. You may be required to provide proof of purchase. Upon accepting your claim, we shall assist you with either returning the Goods to the Supplier for replacement or to the most convenient Authorized Service Centre for your Goods to be repaired. In some case we may require that you return to the Goods to us for repair, replacement or substitution.

If you have any questions about this warranty or the Philips monitor you have purchased please contact the Philips monitors customer care on 1300 360 386 or [info@philipsmonitors.com.au](mailto:info@philipsmonitors.com.au)