

## Philips Monitors New Zealand Warranty Card

**Warranty Service Contact: 0800657447**

Please record the following information for your records and keep them 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**

MMD Singapore Pte Ltd.  
31 Ubi Road 1  
#04-01 Aztech Building  
Singapore 408694

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

Service Plus Ltd  
Address: Pacific Square Centre 11/792 Great South Road, Wiri, Auckland  
2104  
Telephone: 0800657447  
Email: Philips@serviceplus.co.nz  
Service hours: Mon. ~ Fri. 9:00am ~ 5:00pm

**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 New Zealand.

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

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

Our Goods come with guarantees that cannot be excluded under the New Zealand 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 provide a replacement warranty for defective products but does not cover courier or customers induced damage. Warranty is valid for all monitors requiring service under Philips Monitors New Zealand when the monitor is repacked into its entire original foam or cardboard 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return of the monitor to you after fault assessment with an equivalent model if your original purchase has been superseded as a replacement.

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

### **Philips Monitors New Zealand Warranty:**

<b>Monitor Type</b>	<b>Warranty Period</b>	<b>Model Type Identifier</b>	<b>Example</b>	<b>Warranty Service</b>
Gaming	3 Years	M series, OLED	24M2N 27M2N 32M2N	0800657447
Office	4 Years	B, E, P, S, V	242B1 34B2U 27E1N 439P 170S9 271V	0800657447

1. This warranty is only valid and enforceable in New Zealand
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 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 Warranty for the time remaining on the original Warranty Period.
6. To the extent permitted by law, this 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 at **0800657447** or **Philips@serviceplus.co.nz**. 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 returning the Goods for replacement.

If you have any questions about this warranty or the Philips monitor, you have purchased please contact the Philips monitors customer care on 0800657447 or Philips@serviceplus.co.nz