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IDT Warranty Policy

1. Terms used within this Warranty Policy will have the same meaning as terms used in the IDT Standard Terms and Conditions.
2. Subject to these terms and the IDT Standard Terms and Conditions, IDT:
 - (a) warrants its products and services against defective performance as a direct result of inadequate packaging, faulty parts, design or workmanship for a period of 3 years from the date of purchase
 - (b) Warrants that each of the products sold will conform to the applicable manufacturer's specifications for a period of 3 years from the date of purchase or such longer period if offered by the manufacturer in respect of products sold by IDT.
3. The warranty contained in **clause 2** entitles you to the repair of faulty parts, labour and return freight charges or full replacement of defective products (or at IDT's discretion equivalent products) at no further charge in the event that IDT or one of its authorised service agents is unable to repair the defective products.
4. You may return a defective product to IDT on a back to base repair arrangement in its original packaging or a suitable equivalent. You are responsible for freight costs to IDT. Damage incurred as a direct result of inadequate packaging or damage by your courier or Transport Company is your responsibility and will not be covered by this warranty.
5. The warranty in **clause 2** will not apply if the products have:
 - a. been damaged in transit;
 - b. been modified or damaged or used in connection with other products or in any way not authorised by IDT;
 - c. been operated in any way;
 - d. suffered physical damage due to mishandling by you or your nominees;
 - e. been operated in a damp or poorly ventilated environment;
 - f. been subject to smoke damage, vandalism, or fire damage;
 - g. been opened and/or serviced in any way by non- IDT authorised service personnel;
 - h. been affected by acts of God e.g. lightning, floods, earthquakes; or fire
 - i. been exposed to harsh or unusual conditions.
6. The warranty under **clause 2** is subject to the following conditions:
 - a. the Products must be installed in accordance with the manufacturer's instructions and any recommendations of IDT;
 - b. the Products must be installed in accordance with applicable Australian standards;
 - c. the Products must not be subject to misuse, damage or harsh or unusual conditions; and
 - d. you must report any damage or other product non-conformities to IDT as soon as such damage or non-conformity is discovered by or made known to you. Failure to do so may result in the warranty being invalid.
7. IDT reserves the right to assess eligibility for cover under IDT Standard Terms and Conditions IDT will not be obliged to fulfill its obligations under the warranty unless you return to IDT, freight pre-paid any defective products on which a warranty claim exists. If IDT requests, you must permit IDT to conduct tests on site in relation to such products.
8. IDT warrants all service work and equipment repairs performed by IDT or one of its authorised service agents for a period of 3 months. This warranty applies only to service and repair work outside the initial 3 year warranty period. All costs for parts, labour and return delivery will be absorbed by IDT.

No returns for service, warranty or other reasons will be accepted without an RMA number. Complete the form on this link to receive an RMA number by return email: <http://www.idt.com.au/Scripts/rma.php>

Samsung Service - Contact 1300 550 226 or email itb2b.service@samsung.com