

6. All faulty products must be returned as a complete set which includes all the components that were supplied originally, e.g. Cables, remote controls, accessories, and Power Adaptors, and also, with proper protected packing or original packaging.
7. HITV will invoice customers and the charges is **at customers' expenses** if any of the following happens to the returned products:
 - § The Customer should provide the correct and exact fault details to HITV for testing purpose. Any no fault found charges will be at the Customer's expense.
 - § Damage occurred during shipment to HITV or any HITV Dealer or Service agent. Damage during shipment is the responsibility of the carrier.
 - § Damage caused by accident, abuse, negligence, misuse, improper connections, improper operation, or failure to follow the instructions contained in the owner's manual.
 - § Damage caused by Acts of God, including without limitation, earthquake, fire, flood, storms or other acts of nature.
 - § Service performed by an unauthorised person, company, organisation or service agent.
 - § Any product which has the serial number removed, detached or defaced.
 - § Any product which has been adjusted, altered, or modified without HITV's consent.
 - § Any product not distributed by HITV in Australia.
 - § Any product that has been determined to contain an excessive amount of dust, or dirt or unreasonable environmental conditions.
 - § In the event the customer fails to advise the end user, the customer will indemnify HITV for any expenses incurred in servicing any warranty claim relating to the misuse of the product or human usage errors.
 - § Any physical damage claimed on the faulty product due to the misuse of the product will void the warranty and is the Customer's responsibility.

- **Regular RA service / warranty service**

(Customers who violate the HITV company policy or fail to comply the HITV advance RA policy will be switched to regular RA service)

For this RA service, replacement or credit will be provided to customer AFTER receiving the faulty goods from customers and HITV completes the diagnostic process.

The Warranty covers all defects in workmanship or materials, including parts and labour required to correct the problem.

- o HITV's Responsibilities are HITV will at its option repair or replace the product with a new or reconditioned product without charge. Replacement or repair returns may result in delays due to the repair processing lead times and HITV stock availability.
- o For some promotion and bonus products, HITV will only provide a replacement. If the product is discontinued or obsolete, the warranty will be handled by HITV on case by case basis.

Customers' Responsibilities

1. Customer must supply:
 - A detailed description of the problem and a list of associated components installed in your vehicle.
 - Company name / Contact person
 - HITV RA number
 - HITV Invoice Number (or a proof of purchase)
 - HITV Product Code / Name
 - Quantity of the product(s) that needs to be returned
 - Serial number for each product that needs to be returned
- § The faulty products as describe in the claim with all described accessories.
2. If HITV approves an RA for return under warranty, the Customer is **responsible for freight to the HITV office**. HITV will be responsible for return freight of the product as soon as it has been exchanged, for replacement or repair returns only.
3. All faulty products must be returned as **a complete set which includes all the components** that were supplied originally, eq. Cables, remote controls, accessories, and Power Adaptors, and also, with the original packaging.
4. This warranty does not cover the following
 - **Damage occurred during shipment to HITV** or any HITV Dealer or Service agent. Damage during shipment is the responsibility of the carrier.
 - Damage caused by accident, abuse, negligence, misuse, improper connections, improper operation, or failure to follow the instructions contained in the owner's manual.
 - Damage caused by Acts of God, including without limitation, earthquake, fire, flood, storms or other acts of nature.
 - Service performed by an unauthorised person, company, organisation or service agent.
 - Any product which has the serial number removed, detached or defaced.
 - Any product which has been adjusted, altered, or modified without HITV's consent.
 - Any product not distributed by HITV Communications Pty. Ltd. in Australia.
 - Any product not purchased though an authorised HITV Dealer.
 - Any product that has been determined to contain an excessive amount of dust, or dirt or unreasonable environmental conditions.
 - In the event the customer fails to advise the end user, the Customer will indemnify HITV for any expenses incurred in servicing any warranty claim relating to the misuse of the product or human usage errors.
 - Any physical damage incurred on the faulty product due to the **misuse of the product** will void the warranty and is the Customer's responsibility.
 - The customer should provide the correct & exact fault details to HITV for testing purpose. Any **no fault found charges** will be at the Customer's expense.

HITV COMMUNICATIONS P/L OFFICE USE ONLY				
Replacing Product	Date	S/N	Reason	Remarks
Authorized Person / Customer Service Manager:		Signature:		Date: