

## Customer service & product warranty – Australia and New Zealand

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### IMPORTANT

Please retain your sales receipt as proof of the date of purchase.

### Customer Service

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If you require assistance in operating this product please contact us

**AUS: 1300 780 878** or by e-mail at the Customer Care section of our website at [www.gigaset.com/au](http://www.gigaset.com/au)

**NZ: 0800 780 878** or by e-mail at the Customer Care section of our website at [www.gigaset.com/au](http://www.gigaset.com/au)

If you are trying to access a Network Service and require assistance specifically related to the network service or would like to subscribe to the service, contact your service provider.

### Product Warranty

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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.

Subject to the conditions stated in this Product Warranty Section, this product, excluding battery and accessory devices, is guaranteed against any defect in materials or workmanship under conditions of normal use for a period of 24 months from date of purchase (Product Warranty).

The benefits conferred by this warranty are in addition to other warranties and remedies that are implied under the Australian Trade Practices Act and similar Country, State and Territory laws (Statutory Rights). For New Zealand customers, this warranty is in addition to statutory rights observed under New Zealand Legislation.

Subject to your Statutory Rights, the goods will not be eligible for service under this warranty if:

1. Proof of purchase cannot be provided;
2. The defect was caused by an accident, misuse, abuse, improper installation or operation, vermin infestation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by Gigaset; or
3. The product has been damaged by lightning or a mains power surge.
4. The Phone was not imported into Australia by Gigaset Communications GmbH.

## Customer service & product warranty – Australia and New Zealand

To obtain service during the terms of this warranty and/or to claim warranty call the Information Line on

**AUS: 1300 780 878** or by e-mail at the Customer Care section of our website at [www.gigaset.com/au](http://www.gigaset.com/au)

**NZ: 0800 780 878**

If it is necessary to have the product serviced, the customer service representative will inform you of the product return process. If it is necessary to have the product serviced under warranty in both Australia and New Zealand you will need to return the product to your place of purchase. If this is not possible please call the relevant Technical Support line listed in this document whereby the customer service representative will inform you of the product return process. Except as explicitly stated in this document, all other expenses with regard to claiming Product Warranty shall be borne by you.

Please ensure that:

1. You provide proof of purchase;
2. Your product is suitably packaged; and
3. You have included all components from the original purchase.

In Australia and New Zealand the product will be serviced within ten business days after the defective product is received by the authorised agent.

Any and all warranty services referred to under this Product Warranty will be provided

- ▶ In **Australia** by CommsPlus Distribution, Unit 3a, 100 Station Street, Nunawading, Victoria, 3131 Phone: **1300 780 878**, and
- ▶ in **New Zealand** by Atlas Gentech (NZ) Limited, 76 Carbine Road, Mt Wellington, Auckland 1741 Phone: **0800 780 878**.

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- 1 Any claim under this warranty is limited to the cost of repair or replacement of the product; and
- 2 If the goods are found to be in sound working order by the authorised service centre, you may be charged a fee for service and for any other direct costs associated with having the product delivered for service.

Replacement or repair services are only offered for products purchased in Australia and New Zealand that bear Gigaset Communications GmbH local registered N Number and Telepermit markings.



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Version 2, June 1991

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