

# WARRANTY TERMS & CONDITIONS

## CHIMEI (CMV) LCD Monitors

### Warranty Terms:

Zcom Computer Wholesale Ltd warrants CHIMEI (CMV) monitor to be free from operational defects in materials for a period of three (3) years onsite from date of original purchase.

### Warranty Start Date:

Standard warranty period commences at the date of original purchase from Zcom Computer Wholesale Ltd.

**Note: If you purchased the product from our dealer or retailer, you need to fill this form and return\* it back to Zcom with your proof of purchase (invoice) within ten (10) working days in order to validate your own warranty period base on your purchase date.**

### Warranty Coverage:

If the product fails during normal and proper use, within the warranty period, Zcom will at its option

1. 7-days DOA swap acceptable upon purchasing date shown on receipt or invoice.
2. 30-days with zero (0) dead pixels guarantee acceptable upon purchasing date shown on receipt.
3. Repair or replace the faulty parts within the unit to that as originally supplied, during the warranty period, using new or refurbished parts, solely at Zcom's discretion. Where parts are used, the warranty on the refurbished parts and labour will be the balance of the product warranty or 90 days, whichever is greater.
4. This warranty is personal to the person or organization who is named on the original sales receipt, or named in the warranty application form, and cannot be transferred to as subsequent owner.
5. Courier pick up service only applies to CHIMEI (CMV) monitors originally from Zcom Computer Wholesales Ltd within the onsite warranty period.
6. If courier pick up applies to your product, you are required to contact Zcom to arrange this service using Zcom's designated freight carrier. Zcom will not accept charges or liability for any freight arranged by you. If Courier picks up service fail by wrong information from customer, Zcom will not cover any courier cost and any additional cost. All of courier services are only applied within the 50KM of metro area of north and south Island of New Zealand.
7. Please send the monitor in a box & unless properly packaged warranty will be void. Make sure your address and our address is clearly on the box. Then, wait to be given a Return Authorization Number (RMA Number) from service centre. The RMA is only valid for 2 weeks from date given.
8. Warranty repair time is 3 to 5 working days in depot, subject to the Technical Department ability to replicate the fault. Intermittent faults must be replicated to confirm that the fault is related to the warranty.

### DEAD ON ARRIVAL (DOA)

In the event that the LCD monitor does not function upon receipt by the Customer without physical damage, Zcom will unconditionally replace the monitor. In these circumstances, the Customer should immediately notify Zcom and return the monitor within three days of original purchase from Zcom Computer Wholesale Ltd. If the customer fails to notify Zcom and return the monitor, then any claim by the customer with respect of any defect or suspected defect in the LCD monitor, Zcom reserves the right to reject the DOA claim without prior notice.

# CHIMEI

## Zcom is New Zealand Authorized Distributors

### Warranty Conditions:

The warranty by Zcom shall not apply to certain damages, goods or cases, without limitation, those set below.

1. Limitation in technology on some of the devices used in this product. These limitations are common or are defined standard within the IT industry and are not specific to Zcom product.
2. Damage, delay or any action by any party not authorized to perform warranty repair on the product.
3. Damage caused by improper installation or improper connection to any device (AC Power, PC or Laptops etc).
4. Damage caused by an external electrical fault or any accident, or use of incorrect data cabling.
5. Damage caused by accident, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions, including failure of the LCD glass, casework, cable, AC adaptors, cover, plug and latches.
6. Damage from use outside, this includes ingress of any kind (including damage from condensation), and damage from shock or restriction of airflow.
7. Damage from use of parts not manufactured or sold by Zcom.
8. Non authorized disassembly of any parts will void warranty.
9. Costs associated with the de-installation and re-installation of the product is not provided under this warranty.

**\*PLEASE COMPLETE THIS FORM AND MAIL, E-MAIL OR FAX BACK ALONG WITH YOUR PROOF OF PURCHASE (INVOICE) TO ZCOM. THE ZCOM CONTACT METHOD IS IN THE BOTTOM OF PAGE.**

**For our record, please provide the following details.**

BUSINESS / INDIVIDUAL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

TEL: \_\_\_\_\_ FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

MODEL NO: \_\_\_\_\_ SERIAL NO: \_\_\_\_\_

DATE OF PURCHASE: \_\_\_\_\_ RETAILER: \_\_\_\_\_

**IF NO FAULT FOUND, THEN A SERVICE FEE OF \$50 + GST WILL APPLY FOR RETURNING. LEGAL ACTION WILL BE TAKEN IF THE FORM IS USED WITH THE PRODUCT NOT SOLD BY CHIMEI DISTRIBUTOR ZCOM IN NEW ZEALAND**

**\*ALL RIGHTS RESERVED.**



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Email: [sales@zcom.co.nz](mailto:sales@zcom.co.nz)

Free Fax: 0800 803 800