



LIFETIME INSTALLATION WARRANTY TERMS & CONDITIONS

Thank you for choosing Save Time Visuals (hereinafter known as "STV") for your Audio Visual Installation. We pride ourselves in our workmanship and are pleased to provide this Lifetime Warranty for your satisfaction.

1. **Commencement Date**

This warranty applies to those installations of Audio Visual products and systems performed by STV after 1st July 2011 where Lifetime Installation Warranty has been specified.

2. **Warranty Summary**

STV guarantee that the workmanship of the Audio Visual Installation will be free from defects for as long as you own it. Should an issue with the workmanship arise; STV will fix the fault at no cost.

STV recommends regular maintenance of your Audio Visual system to maximise the life of your system and to confirm all warranty conditions are being met.

3. **Terms and Conditions**

- Proof of Purchase or a Tax Invoice from STV is needed to initiate the warranty.
- The warranty applies to the workmanship (labour component) of the installation and does not apply to any equipment installed.
- The warranty only applies if the Audio Visual system has been properly maintained according to the equipment manufacturer's recommendations and service schedules stipulated by STV.
- The client must make the system available for service during STVs' normal business hours (Monday to Friday from 8.30am to 5.30pm)
- The Lifetime Installation Warranty is for the benefit of the original Purchaser of the system. No rights or benefits will be given to any other third party.
- The warranty includes the cost of travel to installation site within the Melbourne metropolitan area only. Clients with installation sites outside this region will be charged for the technician's travel time (hourly rate) and any associated travel costs. The client will be notified of the cost prior to the activation of the warranty and STV will require an official Purchase Order. Please contact us on **1300 658 986** for our current servicing scale of fees.
- Should a service technician attend the site and find that the client has not met the conditions of the Lifetime Warranty, the client will be charged a call-out fee for attending site and a service fee for time taken to assess viability of warranty. Should the client request STV to repair the fault, the client will be quoted STVs' normal rates and a Purchase Order will be required prior work commencing.

4. **Limits to the Warranty**

Warranty may be refused if the problem has resulted from:

- Misuse, neglect or accident;
- Inadequate antenna, data or electrical infrastructure or any other system or infrastructure not supplied and installed by STV;
- Acts of nature including, but not limited to, flooding, storms, extremes in temperature, vermin or insects;
- Any modification to the system not authorised and conducted by STV;
- Failure of the user to abide by any recommendations in the operating and servicing instructions for the system and related equipment;
- Exposure of the system to abnormally harsh or corrosive conditions, allowing foreign objects, including but not limited to, liquid, dirt or contaminants, to enter the products or system.

Save Time Visuals is not liable for damage to other property caused by the system fault, loss of use of product, loss of time, loss of data, commercial loss or any damages, whether real, incidental or consequential.

The benefits conferred by this warranty are in addition to all other rights expressed or implied within the jurisdiction of the state of Victoria.