

## [Warranty Statements of purchases prior to 1 January 2012](#)

### **Standard Warranty**

**All Brother products come with a standard warranty.**

**Please click on the link below for information on the standard warranty of each category.**

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# Standard Warranty IT-Office Products

## LIMITED WARRANTY STATEMENT

### Multi-Function Centre (MFC), facsimile or printers Categories

This limited warranty is provided by Brother International Australia (BIA) to the original purchaser (customer) of a Brother brand Multi – Function Centre, facsimile or printers.

Unless otherwise stated by BIA, the warranty is for a period of (12) twelve months, from the date of purchase by the customer. This limited warranty only covers products imported into Australia by BIA.

Should a product fail within the above warranty period, the customer must contact the original place of purchase to arrange repair; or contact the BIA Product Support Centre if Next Business Day (NBD) on-site warranty is part of the product's Standard Warranty.

NBD on-site warranty is applicable only to products as nominated by BIA. NBD is based upon best effort next day response once a call has been logged with Brother's Product Support Centre. For applicable product, NBD on-site warranty service is available within 50km of the GPO in Melbourne, Sydney, Adelaide, Perth, Brisbane, Canberra; otherwise 30km within the radius of a Brother nominated Authorised On-Site Warranty Centre. It is the responsibility of the customer to ensure that a Brother Authorised On-Site Warranty Centre is available in their location prior to the product purchase. The customer is responsible for the appropriate travel charges for service required outside the BIA available service locations; alternatively, the service during the BIA stated warranty period is Return to Base.

Excluding travel charges where applicable, the product will be repaired with free parts and labour, if the fault is a consequence of a manufacturer's defect in material or workmanship. All replaced parts or products shall become the property of BIA.

This limited warranty does not include maintenance kits (periodic or otherwise), accessories and consumable items, cleaning, normal wear and tear, damage caused by accident, neglect, misuse, improper installation or operation, acts of God, including but not limited to lightning flood earthquake and fire, foreign matter entering the product such as liquid, moisture, insects or dirt or any damage caused from service, maintenance, modification or tampering by anyone other than a BIA authorised repairer, or with the use of supplies, consumable items, or add on products that are non Brother products.

Operation of the product in excess of the specifications or intended purpose, use on electrical voltages other than shown on the rating plate, or use with the serial number or rate label removed, shall be deemed abuse and all repairs thereafter shall be the sole liability of the customer.

The customer is responsible for transporting (including packaging, transportation and insurance costs) the product to and from the BIA authorised repairer with proof of purchase in the form of a sales receipt, including date and place of purchase, where the standard warranty for the product is return to base (RTB).

Damage caused during transportation by failing to package the product correctly will not be covered by the warranty.

This limited warranty ceases when the product is rented, sold or otherwise disposed of by the customer.

This limited warranty is given in lieu of all other expressed warranties, implied warranties or conditions of merchantability, quality or fitness, whether or not limited to the duration of this limited warranty. In the event that this product shall prove defective in material or workmanship, the customer's sole remedy shall be the repair or remedy as stated in this limited warranty statement and under no circumstances shall BIA be liable for any loss or damage, direct, incidental or consequential, arising out of the use or inability to use this product caused by any defect in the product.

Nothing contained in this limited warranty statement shall be deemed to restrict any warranty required to be given under the Trade Practices Act (Commonwealth of Australia) or any consumer legislation of any state of Australia but BIA's liability for breach of warranty is limited to the fullest extent permitted by that legislation.

This limited warranty statement is subject to change without notice.

1st July 2008

# Standard Warranty QL Label Printers

## LIMITED WARRANTY STATEMENT

### QL Label Printers Category

This limited warranty is provided by Brother International Australia (BIA) to the original purchaser (customer) of a Brother brand QL Label Printer purchased on or after 1st July 2008.

Unless otherwise stated by BIA, the warranty is for a period of (36) thirty six months, from the date of purchase by the customer. This limited warranty only covers products imported into Australia by BIA.

Should the product fail within the first (12) months of the above warranty period, the customer must contact the BIA Product Support Centre for assistance; or if the Brother Product Support is unable to assist, the customer will be advised to contact the original place of purchase for replacement.

Should the product fail after the (12) months but before the (36) months of the warranty has expired, the customer must contact the BIA Product Support Centre for assistance; or if the Brother Support Centre is unable to assist, the customer will be advised to send the machine to the Brother Technical Service Centre where it will be either repaired or replaced. The machine replacement may be new or refurbished depending on availability.

If the QL Label Printer was purchased before 1st July 2008 the standard warranty of (12) twelve months customer returns to base (nearest authorized repairer) for repair will apply. The customer can also contact the BIA Product Support Centre for assistance. This limited warranty only covers products imported into Australia by BIA.

Excluding travel charges where applicable, the product will be repaired with free parts and labour, if the fault is a consequence of a manufacturers defect in material or workmanship. All replaced parts or products shall become the property of BIA.

This limited warranty does not include accessories and consumable items, cleaning, normal wear and tear, damage caused by accident, neglect, misuse, improper installation or operation, acts of God, including but not limited to lightning flood earthquake and fire, foreign matter entering the product such as liquid, moisture, insects or dirt or any damage caused from service, maintenance, modification or tampering by anyone other than a BIA authorised repairer, or with the use of supplies, consumable items, or add on products that are non Brother products.

Operation of the product in excess of the specifications or intended purpose, use on electrical voltages other than shown on the rating plate, or use with the serial number or rate label removed, shall be deemed abuse and all repairs thereafter shall be the sole liability of the customer.

The customer is responsible for transporting (including packaging, postage, transportation and insurance costs) the faulty product to the place of purchase or to the Brother Technical Service Centre with proof of purchase in the form of a sales receipt, including date and place of purchase.

Damage caused during transportation by failing to package the product correctly will not be covered by the warranty.

This limited warranty ceases when the product is rented, sold or otherwise disposed of by the customer.

This limited warranty is given in lieu of all other expressed warranties, implied warranties or conditions of merchantability, quality or fitness, whether or not limited to the duration of this limited warranty. In the event that this product shall prove defective in material or workmanship, the customer's sole remedy shall be the repair or remedy as stated in this limited warranty statement and under no circumstances shall BIA be liable for any loss or damage, direct, incidental or consequential, arising out of the use or inability to use this product caused by any defect in the product.

Nothing contained in this limited warranty statement shall be deemed to restrict any warranty required to be given under the Trade Practices Act (Commonwealth of Australia) or any consumer legislation of any state of Australia but BIA's liability for breach of warranty is limited to the fullest extent permitted by that legislation.

This limited warranty statement is subject to change without notice.

1st July 2008

## **Standard Warranty P-touch**

### **LIMITED WARRANTY STATEMENT P-touch Electronic Labellers Category**

This limited warranty is provided by Brother International Australia (BIA) to the original purchaser (customer) of a Brother brand P-touch electronic labelling machine purchased on or after 1 January 2010.

Unless otherwise stated by BIA, the warranty is for a period of (36) thirty six months, from the date of purchase by the customer. This limited warranty only covers products imported into Australia by BIA.

Should the product fail within the (36) months of the warranty the customer must contact the BIA Product Support Centre for assistance; or if the Brother Support Centre is unable to assist, the customer will be advised to send the machine to the Brother Technical Service Centre where it will be either repaired or replaced, at BIA's discretion. Machine replacements may be new or refurbished depending on availability.

If the P-touch electronic labelling machine was purchased before 1 January 2010 the standard warranty of (12) twelve months customer returns to base (nearest authorised repairer) for repair will apply. The customer can also contact the BIA Product Support Centre for assistance. This limited warranty only covers products imported into Australia by BIA.

Excluding travel charges where applicable, the product will be repaired with free parts and labour, if the fault is a consequence of a manufacturers defect in material or workmanship. All replaced parts or products shall become the property of BIA.

This limited warranty does not include accessories and consumable items, cutters, cleaning, normal wear and tear, damage caused by accident, neglect, misuse, improper installation or operation, acts of God, including but not limited to lightning flood earthquake and fire, foreign matter entering the product such as liquid, moisture, insects or dirt or any damage caused from service, maintenance, modification or tampering by anyone other than a BIA authorised repairer, or with the use of supplies, consumable items, or add on products that are non Brother products.

Operation of the product in excess of the specifications or intended purpose, use on electrical voltages other than shown on the rating plate, or use with the serial number or rate label removed, shall be deemed abuse and all repairs thereafter shall be the sole liability of the customer.

The customer is responsible for transporting (including packaging, postage, transportation and insurance costs) the faulty product to the place of purchase or to the Brother Technical Service Centre with proof of purchase in the form of a sales receipt, including date and place of purchase.

Damage caused during transportation by failing to package the product correctly will not be covered by the warranty.

This limited warranty ceases when the product is rented, sold or otherwise disposed of by the customer.

This limited warranty is given in lieu of all other expressed warranties, implied warranties or conditions of merchantability, quality or fitness, whether or not limited to the duration of this limited warranty. In the event that this product shall prove defective in material or workmanship, the customer's sole remedy shall be the repair or remedy as stated in this limited warranty statement and under no circumstances shall BIA be liable for any loss or damage, direct, incidental or consequential, arising out of the use or inability to use this product caused by any defect in the product.

Nothing contained in this limited warranty statement shall be deemed to restrict any warranty required to be given under the Trade Practices Act (Commonwealth of Australia) or any consumer legislation of any state of Australia but BIA's liability for breach of warranty is limited to the fullest extent permitted by that legislation.

This limited warranty statement is subject to change without notice.

1st January 2010

# Standard Warranty Home Sewing Machines

## LIMITED WARRANTY STATEMENT

This limited warranty is provided by Brother International (Aust) Pty Ltd ("BIA") to the original purchaser ("Customer") of a Brother domestic sewing machine, when purchased for household or domestic use only. This product is not intended for the use of a profession, business, trade or occupation. The limited warranty is not transferable in the event of the machine being sold or otherwise disposed of.

The warranty is for a period of 1 year from the date of purchase by the Customer. It is recommended that the product be serviced a minimum of once every 12 months, depending on usage, during and outside of the warranty period to maintain optimum performance. BIA will not be liable for this cost of servicing the product.

This limited warranty only covers Products imported into Australia by BIA, and does not cover needles, belts, springs, lamp bulbs, bobbins, knives, etc which normally require replacement from time to time.

Should a Product fail within the above warranty period, the Customer must contact the original place of purchase to arrange repair. The Product will be repaired with free parts and labour, if the fault is the manufacturer's defect in material or workmanship. All replaced parts or products shall become the property of BIA.

This limited warranty does not include accessories and consumable items, cleaning, normal wear and tear, damage caused by accident, neglect, misuse, improper installation or operation, Acts of God, including but not limited to lightning, flood, earthquake and fire, foreign matter entering the Product such as liquid, moisture or dirt, or any damage caused from service, maintenance, modification or tampering by anyone other than a nominated BIA authorised repairer, or with the use of supplies, consumable items, or add on Products that are non Brother Products.

Operation of the Product in excess of the specifications or intended purpose, use on electrical voltages other than shown on the rating plate, or use with the serial number or rate label removed, shall be deemed abuse and all repairs thereafter shall be the sole liability of the Customer.

The Customer is responsible for transporting (including packaging, transportation and insurance costs) the Product to and from the nominated BIA authorised repairer when making claims under this limited warranty. Damage caused during transportation by failing to package the Product correctly will not be covered by the warranty. The Customer must provide the BIA authorised repairer with Proof of Purchase in the form of a sales receipt, including date and place of purchase.

This limited warranty ceases when the Product is rented, sold or otherwise disposed of, by the Customer.

This limited warranty is given in lieu of all other expressed warranties, implied warranties and conditions, statutory or otherwise, including, without limitation, any implied warranties or conditions of merchantability, quality or fitness, whether or not limited to the duration of this limited warranty. In the event that this Product shall prove defective in material or workmanship, the Customer's sole remedy shall be the repair or remedy as stated in this limited warranty and under no circumstances shall BIA be liable for any loss or damage, direct, incidental or consequential, arising out of the use or inability to use this Product caused by any defect in the Product.

Nothing contained in this limited warranty statement shall be deemed to restrict any warranty required to be given under the Trade Practices Act (Commonwealth of Australia) or any consumer legislation of any state of Australia but BIA's liability for breach of warranty is limited to the fullest extent permitted by that legislation. This limited warranty statement is subject to change without notice.

## Brother Limited "On Customer Site" Warranty Statement

### LIMITED WARRANTY STATEMENT

This limited warranty is provided by Brother International (Aust) Pty Ltd ("BIA") to the original purchaser ("Customer") of a Brother brand PR 600 series Embroidery Machine as listed in Annexure B ("Product").

The warranty is for a period of twelve (12) months. This limited warranty only covers products imported into Australia by BIA and purchased by the Customer from an authorised BIA reseller in Australia.

Should a product fail within the above warranty period, a BIA On Customer Site Authorised Warranty Centre ("LEVEL F") will repair, with free parts and labour, if it found that the fault is deemed to be manufacturer's defect in material or workmanship. All replaced parts or products shall become the property of BIA.

This limited warranty does not include periodic or regular service or maintenance, installation or training, network related issues, software related issues, accessories and consumable items, cleaning, normal wear and tear, damage caused by accident, neglect, misuse, improper installation or operation, Acts of God, including but not limited to lightning, flood, earthquake and fire, foreign matter entering the product such as liquid, moisture or dirt, or any damage caused from service, maintenance, modification or tampering by anyone other than an LEVEL F, or with the use of supplies, consumable items, add on products that are non Brother products.

Operation of the product in excess of the specifications or intended purpose, use on electrical voltages other than shown on the rating plate, or with use with the serial number or rate label removed, shall be deemed abuse and all repairs thereafter shall be the sole liability of the customer.

The customer is responsible for coordinating the onsite service request directly with either the LEVEL F or the retailer when making claims under this limited warranty. The customer must provide the LEVEL F with Proof of Purchase in the form of a sales receipt, including date and place of purchase.

Damage caused during transportation by failing to package the product correctly will void the warranty.

This limited warranty ceases when the product is rented, sold or otherwise disposed of, by the customer.

This warranty is given in lieu of all other express warranties, implied warranties and conditions, statutory or otherwise, including, without limitation, any implied warranties or conditions of merchantability, quality or fitness, are limited to the duration of this limited warranty. In the event that this product shall prove defective in material or workmanship, your sole remedy shall be the repair or remedy as stated in this limited warranty and under no circumstances shall BIA be liable for any loss or damage, direct, incidental or consequential, arising out of the use or inability to use this product caused by any defect in the product.

Nothing contained in this limited warranty statement shall be deemed to restrict any warranty required to be given under the Trade Practices Act (Commonwealth of Australia) or any consumer legislation of any state of Australia but BIA's liability for breach of warranty is limited to the fullest extent permitted by that legislation.

"This limited warranty statement is subject to change without notice.

## **Brother Limited Warranty Statement For Innovis Range of HSM**

This limited warranty is provided by Brother International (Aust) Pty Ltd ("BIA") to the original purchaser ("Customer") of a Brother domestic sewing machine (Innovis Range only), when purchased for household or domestic use only. This product is not intended for the use of a profession, business, trade or occupation. The limited warranty is not transferable in the event of the machine being sold or otherwise disposed of.

The warranty is for a period of 5 years from the date of purchase (not valid if purchased before the 19th of February 2007) by the Customer on electrical and electronic parts (excludes Foot Control) and 1 year on mechanical parts. This warranty reverts to 1 year from the date of purchase if the machine is used in a school environment. It is recommended that the product be serviced a minimum of once every 12 months, depending on usage, during and outside of the warranty period to maintain optimum performance. BIA will not be liable for this cost of servicing the product.

This limited warranty only covers Products imported into Australia by BIA, and does not cover needles, belts, springs, lamp bulbs, bobbins, knives, etc which normally require replacement from time to time.

Should a Product fail within the above warranty period, the Customer must contact the original place of purchase to arrange repair. The Product will be repaired with free parts and labour, if the fault is the manufacturer's defect in material or workmanship. All replaced parts or products shall become the property of BIA.

This limited warranty does not include accessories and consumable items, cleaning, normal wear and tear, damage caused by accident, neglect, misuse, improper installation or operation, Acts of God, including but not limited to lightning, flood, earthquake and fire, foreign matter entering the Product such as liquid, moisture or dirt, or any damage caused from service, maintenance, modification or tampering by anyone other than a nominated BIA authorised repairer, or with the use of supplies, consumable items, or add on Products that are non Brother Products.

Operation of the Product in excess of the specifications or intended purpose, use on electrical voltages other than shown on the rating plate, or use with the serial number or rate label removed, shall be deemed abuse and all repairs thereafter shall be the sole liability of the Customer.

The Customer is responsible for transporting (including packaging, transportation and insurance costs) the Product to and from the nominated BIA authorised repairer when making claims under this limited warranty. Damage caused during transportation by failing to package the Product correctly will not be covered by the warranty. The Customer must provide the BIA authorised repairer with Proof of Purchase in the form of a sales receipt, including date and place of purchase.

This limited warranty ceases when the Product is rented, sold or otherwise disposed of, by the Customer.

This limited warranty is given in lieu of all other expressed warranties, implied warranties and conditions, statutory or otherwise, including, without limitation, any implied warranties or conditions of merchantability, quality or fitness, whether or not limited to the duration of this limited warranty. In the event that this Product shall prove defective in material or workmanship, the Customer's sole remedy shall be the repair or remedy as stated in this limited warranty and under no circumstances shall BIA be liable for any loss or damage, direct, incidental or consequential, arising out of the use or inability to use this Product caused by any defect in the Product.

Nothing contained in this limited warranty statement shall be deemed to restrict any warranty required to be given under the Trade Practices Act (Commonwealth of Australia) or any consumer legislation of any state of Australia but BIA's liability for breach of warranty is limited to the fullest extent permitted by that legislation. This limited warranty statement is subject to change without notice.

# Standard Warranty Garment Printers

## LIMITED WARRANTY STATEMENT

### Garment Printers Category

This limited warranty is provided by Brother International (Aust) Pty Ltd ("BIA") to the original purchaser ("Customer") of a Brother GT Series Garment Printer.

The warranty is for a period of twelve (12) months (three (3) months on Print-heads). This limited warranty only covers products imported into Australia by BIA and purchased by the Customer from an authorised BIA reseller in Australia.

Should a product fail within the above warranty period the Customer must contact the original place of purchase for service. Repair will be performed with free parts and labour if the fault is deemed to be a manufacturer's defect in material or workmanship, within the warranty period. All replaced parts or products shall become the property of BIA.

This limited warranty does not include periodic or regular service or maintenance, installation or training, network related issues, software related issues, accessories and consumable items, cleaning, normal wear and tear, damage caused by accident, neglect, misuse, improper installation or operation, Acts of God, including but not limited to lightning, flood, earthquake and fire, foreign matter entering the product such as liquid, moisture or dirt, or any damage caused from service, maintenance, modification or tampering by anyone other than a BIA authorised repairer, or with the use of supplies, consumable items, add on products that are non Brother products.

Operation of the product in excess of the specifications or intended purpose, use on electrical voltages other than shown on the rating plate, or with use with the serial number or rate label removed, shall be deemed abuse and all repairs thereafter shall be the sole liability of the customer.

The customer is responsible for coordinating requests for service directly with the original place of purchase when making claims under this limited warranty. The customer must provide the BIA authorised repairer with Proof of Purchase in the form of a sales receipt, including date and place of purchase.

Damage caused during transportation by failing to package the product correctly will void the warranty.

This limited warranty ceases when the product is rented, sold or otherwise disposed of, by the customer.

This warranty is given in lieu of all other express warranties, implied warranties and conditions, statutory or otherwise, including, without limitation, any implied warranties or conditions of merchantability, quality or fitness, are limited to the duration of this limited warranty. In the event that this product shall prove defective in material or workmanship, your sole remedy shall be the repair or remedy as stated in this limited warranty and under no circumstances shall BIA be liable for any loss or damage, direct, incidental or consequential, arising out of the use or inability to use this product causes by any defect in the product.

Nothing contained in this limited warranty statement shall be deemed to restrict any warranty required to be given under the Trade Practices Act (Commonwealth of Australia) or any consumer legislation of any state of Australia but BIA's liability for breach of warranty is limited to the fullest extent permitted by that legislation.

"This limited warranty statement is subject to change without notice.

Revised - November 2010

# Warranty Definitions

**BROTHER** - Brother International (Aust) Pty Ltd

**CUSTOMER** - The purchaser of a Brother product from an authorised Brother reseller.

**AWC** - Brother Authorised Warranty Centre.

**PRODUCTS** - Brother Brand machines.

**BROTHER AUTHORISED RESELLER** - A company authorised by Brother to sell Brother products to retail customers in Australia.

**WARRANTY** - Brother's standard only apply to certain eligible products imported into Australia by Brother and, sold through Brother authorised resellers. Warranty details are as contained in this document.

**BACK TO BASE** - Requires the delivery and collection of product for repair to the nearest Brother Authorised Warranty Centre by the customer.

**STANDARD WARRANTY** - The Brother Limited Warranty Statement as detailed in this document. These repairs are back to base.

**ON-SITE** - This allows for on-site response to product failures as an add-on to the Brother Standard Warranty.

**PROOF OF PURCHASE** - A sales invoice-indicating place of purchase, date of purchase, cost of product and description of product.

**THIRD-PARTY COVER** - Brother shall not recognise, make connection with or have responsibility for any other form of service-cover acquired or purchased by the customer from other companies or organisations.

**REQUEST FOR SERVICE** - The purchaser agrees that Brother shall only be responsible for resolving product failures where cause is the manufacturers defect in material or workmanship. Request for service outside of such cause shall be at the cost of the customer directly with the Brother authorised warranty centre. Product failure due to paper jams, damage resulting from the use of non genuine Brother consumables etc are not covered by Warranty. Further information is supplied in the Brother Limited Warranty Statement contained in this document.

**LIMITATIONS OF LIABILITY AND REMEDIES** - Except to the extent that the following limitation of liability and remedies is prohibited or limited by local law, the following limitation of liability and remedies applies. For any material breach of this warranty by Brother, the customer's remedy and Brother's liability will be limited to a pro rata refund of price paid for this warranty for the products of issue. Brother will not be liable for performance delays or for non-performance due to causes beyond its reasonable control. In no event will Brother be liable for loss of data or for direct, special, incidental, consequential (including downtime costs or lost profit), or other damage whether based in contract, tort, or otherwise.

**LIMITATIONS OF SERVICE** - Customer is responsible for removing any products not eligible for support to allow Brother to perform support services. If support services are made more difficult because of such products Brother may charge the customer for extra work at Brother's standard service rates.

**CUSTOMER'S RESPONSIBILITIES** - In addition to the other terms and conditions of this warranty the customer will make all reasonable efforts to support and cooperate with Brother in resolving the problem remotely, for example, starting and executing self tests or diagnostic programs, providing all necessary information, or performing basic remedial activities upon Brother's request. Customer is responsible for the security of all its proprietary and confidential information and for maintaining a procedure external to the hardware products for reconstruction of lost, or altered files, data, or programs.

**MAXIMUM USE LIMITATIONS** - Products operated in excess of their maximum usage rate or duty cycle as specified in the technical data sheet, operating manual, or service description, will not fall under this warranty, The purchase and installation of all Preventative Maintenance Kits deemed necessary as per manufacturer's specification will not fall under this warranty.