



**On Site Warranty  
Service and Support**  
Brother International Aust Pty Ltd.

# BROTHER ON-SITE WARRANTY SERVICE AND SUPPORT Terms and Conditions

## Selected IT-Office Products

### Multi-Function Centre (MFC), Printer, Facsimile Machine, Document Scanners

**Effective date: 1<sup>st</sup> September 2012**

By completing and submitting a registration for On-Site Warranty Service and Support the customer agrees to be bound by these terms.

On-Site Warranty Service and Support is only available for purchase by an eligible customer in accordance with these terms. To be eligible, the customer must:

- be the original end user purchaser of a covered Brother brand product;
- have purchased the product on or after the effective date identified above; and
- have purchased the product wholly or predominantly to be used for business purposes.

The covered Brother brand products are Multi-Function Centre, Printer, Facsimile (FAX) and / or Document Scanner (desk top model) as further identified below.

On-Site Warranty Service and Support may only be purchased from an authorised dealer. An eligible customer has 30 days from the purchase of a covered product to purchase and activate On-Site Warranty Service and Support. Please retain proof of purchase in order to do so.

Where purchased, On-Site Warranty Service and Support is provided to ("**you**") for the applicable covered Brother brand product by:-

Brother International (Aust) Pty Ltd (ABN 17 001 393 835) ("**Brother**")  
Level 3, Building A,  
11 Talavera Road  
Macquarie Park  
NSW 2113  
Telephone: (02) 9887 4344

**Brother's On-Site Warranty Service and Support is offered in addition to Brother's Standard Warranty IT-Office Products. Please [click](#) to view whether your product is an On-Site or Return to base supported product during its standard warranty. This will determine when your On-Site Warranty Service and Support period starts.**

<b>Period of coverage</b>
If the covered product is listed as a Return to base supported product, ( <a href="#">Click here to check</a> ), then On-Site Warranty Service and Support is effective for the period purchased starting from the date of On-Site Warranty Service and Support registration.
If the covered product is listed with an On-Site warranty, ( <a href="#">Click here to check</a> ) then On-Site Warranty Service and Support is effective for the period purchased starting from the date the On-Site warranty period expires.

### **ON SITE WARRANTY SERVICE AND SUPPORT**

Subject to these terms and you complying with the claims procedure, the product will be repaired on-site with free parts and labour where there is a fault with the product which is a consequence of a manufacturer's defect in materials or workmanship. All replaced parts or products become the property of Brother.

Brother will endeavour to provide a response within 2 business days once a claim has been logged with Brother's Product Support Centre and all relevant details are supplied. On-Site Warranty Service and Support is available within 50 km of the GPO in Melbourne, Sydney, Adelaide, Perth, Brisbane, Canberra; otherwise within a 30km the radius of a Brother nominated Authorised On-Site Warranty Centre.

Where outside the noted major metropolitan areas, it is your responsibility to check whether a Brother Authorised On-Site Warranty Centre is available in your location prior to purchase. Contact Brother to find out if this is applicable for you on (02) 9887 4344.

Where a Brother Authorised On-Site Warranty Centre is not available in your location, a travel charge may apply. You should verify the travel charge prior to arranging the service.

### **HOW TO MAKE A CLAIM**

To make a claim for On-Site Warranty Service and Support you will need to:

1. Contact the Brother Product Support Centre to register your claim, advise that you have purchased On-Site Warranty Service and Support; provide sufficient details to enable a Brother Representative to assess the claim. Please contact the Product Support Centre on (02) 8875-6000.
2. Submit proof of purchase (e.g. invoice or purchase receipt) with your claim and serial number
3. Follow the instructions provided by the Product Support Centre.

### **PURCHASE OPTIONS AND COVERED PRODUCTS**

<b>Category</b>
1 Year On-Site Warranty Service and Support
2 Year On-Site Warranty Service and Support
3 Year On-Site Warranty Service and Support

<b>Covered Products</b>
Monochrome Laser Printers*, Multi-Function Centres and Laser Fax machines with an RRP over \$200 (See <a href="http://www.brother.com.au">www.brother.com.au</a> )
All Colour Laser /LED Printers and Multi-Function Centres (See <a href="http://www.brother.com.au">www.brother.com.au</a> )
All Document Scanners (desk top models only, not portable scanners) with an RRP over \$200 (See <a href="http://www.brother.com.au">www.brother.com.au</a> )

\*Excludes HL-L23xx series

### **THIRD PARTY COVER**

This On-Site Warranty Service and Support purchase is not linked to any other party's warranty, guarantee or insurance coverage you may have acquired.

### **TERMINATION**

Brother may at any time, at its sole discretion and, without providing cause or justification, terminate the On-Site Warranty Service and Support. To the extent permitted by law, you agree that Brother's total liability in these cases shall be to pay you the unused portion of such On-Site Warranty Service and Support on a pro rata remaining duration of time basis.

### **WARRANTY EXCLUSIONS AND LIMITATIONS**

This section applies to the extent permitted by law.

This warranty only covers designated products that are genuine Brother products imported into Australia by Brother.

This warranty does not include maintenance kits (periodic or otherwise), accessories and consumable items, cleaning, normal wear and tear, damage caused by accident, neglect, misuse, abuse, 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, insect infestation or dirt or any damage caused from service, maintenance, modification or tampering by anyone other than a Brother authorised repairer, or with the use of supplies, consumable items, or add on products that are non genuine Brother products.

Operation of the product in excess of the specifications or other than for the 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.

### **REPAIRS**

Products presented for repair may be replaced by refurbished products of the same type, rather than being repaired. Refurbished parts may be used to repair the products. Replacement of the product or a part does not extend or restart the period of coverage.

If a product presented for repair is capable of retaining user-generated data, you are advised that repair of the product may result in loss of the data.

### **REIMBURSEMENTS**

Brother, or its authorised repairers or authorised On-Site Warranty Centre, may seek reimbursement from you of any reasonable costs incurred by them if the product is found to be in good working order, the problem is not a consequence of a defect or manufacturing fault or where any of the warranty exclusions and limitations apply. Reasonable costs may include travel costs and parts and labour costs for on site service, the costs of packaging, insurance and transportation for return-to-base service and parts and labour.

### **YOUR RIGHTS AS A CONSUMER**

This section applies if you acquire the product as a consumer.

The benefits provided to you under On-Site Warranty Service and Support are in addition to other rights and remedies that you may have as a consumer under a law in relation to the goods or services to which the On-Site Warranty Service and Support relates.

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.

For details about the Australian Consumer Law please see the following links:  
[www.accc.gov.au](http://www.accc.gov.au) or [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au).