

LED Display Products Warranty Conditions

Version 1.1

Warrantor	SAS Signage Accessories Supplier Pty Ltd trading as SAS Supplier Group
ABN	33 111 587 501
Address	39-41 Overseas Drive, Noble Park VIC 3174
Contact	1300 727 118 enquiry@signages.com.au www.sassignage.com.au

1. Warranty Period

SAS Supplier Group provides a 12-month voluntary warranty against defects in materials and workmanship for LED display products supplied by us. The warranty period begins on the date of purchase shown on the SAS invoice, unless a different period is expressly stated on the applicable quotation or invoice.

This voluntary warranty is additional to, and does not replace or limit, rights and remedies that may be available under the Australian Consumer Law or other applicable law.

2. Warranty Coverage and Remedy

This warranty applies to manufacturing defects and product failures arising under normal use where the product has been installed, operated and maintained in accordance with the applicable specifications and instructions.

After assessment of an approved claim, SAS Supplier Group may, under this voluntary warranty and at its discretion, repair or replace the affected product or component. If repair or replacement is not reasonably available, SAS may provide another appropriate remedy. This discretion does not restrict any remedy the customer is entitled to choose under applicable law.

3. Warranty Exclusions

To the extent that the fault or damage was caused or contributed to by the following, this voluntary warranty does not cover:

- incorrect installation, wiring, configuration or commissioning, or failure to follow the supplied instructions;
- installation, repair or servicing by a person who is not appropriately qualified where qualifications are required;
- misuse, neglect, vandalism, impact, mishandling or other physical damage;
- water or moisture exposure beyond the product's specified IP rating or installation requirements;
- operation outside the specified voltage, temperature, humidity or environmental conditions;
- power surges, incorrect or unstable supply voltage, faults in external electrical systems, lightning, fire, flooding or other external events;
- improper transportation, storage or handling after delivery;
- unauthorised modification, disassembly, alteration or repair;
- incompatible controllers, power supplies, cables, software or other third-party equipment;

- content, network, software or configuration issues not caused by a defect in the supplied hardware; or
- normal wear and tear, cosmetic deterioration arising from normal use, or consumable items identified as such in the product documentation.

4. LED Pixels, Brightness and Colour

Minor pixel, brightness, colour temperature or colour uniformity variations are not treated as defects under this voluntary warranty where they remain within the manufacturer's published tolerance for the applicable product model.

Where a reported variation exceeds the applicable published tolerance, SAS Supplier Group will assess the affected module or product and determine the remedy available under this warranty, subject always to the customer's rights under applicable law.

Brightness and colour may gradually change through normal component ageing and operating conditions. Variations caused solely by normal ageing are not covered unless the product otherwise fails to meet an applicable consumer guarantee or express product specification.

5. Installation, Access and Labour

Unless expressly agreed in writing or required by law, this voluntary warranty covers the supplied product or components only. It does not include installation, removal, reinstallation, site attendance, access equipment, programming, traffic control or associated labour costs.

The customer must provide safe and reasonable access for inspection or service where on-site attendance has been agreed. Any separate installation service supplied by SAS is subject to the terms applying to that service and all non-excludable legal guarantees.

6. Making a Warranty Claim

Contact SAS Supplier Group as soon as reasonably practicable after becoming aware of the issue and within the 12-month warranty period:

Email: enquiry@signages.com.au Phone: 1300 727 118

Please provide, where reasonably available:

- proof of purchase or the SAS invoice number;
- product model, serial number and installation date;
- a clear description of the fault and when it began;
- photographs, videos, error messages and relevant operating conditions; and
- installer or configuration details where relevant to the reported issue.

Do not return a product until SAS provides return instructions or authorisation. SAS may first conduct remote troubleshooting and may request reasonable diagnostic information before arranging an inspection.

7. Assessment, Freight and Return Costs

All claims are subject to reasonable inspection and verification. SAS will assess the nature and cause of the reported failure and advise whether the claim is accepted and what remedy is proposed.

Products that can be posted or readily returned may need to be returned to SAS or an authorised service location for assessment. If the product is confirmed to have a defect covered by the Australian Consumer Law, SAS will reimburse reasonable return costs supported by receipts where required by law.

For a product that is large, heavy, installed or difficult to return, contact SAS before arranging removal or transport so that appropriate collection or assessment arrangements can be considered.

If inspection establishes that the product has no covered defect, or that the issue resulted from an excluded cause, the customer may be responsible for reasonable inspection, collection and freight costs. SAS will provide a reasonable estimate before arranging chargeable collection or inspection where practicable.

8. Third-Party Components

Where a product incorporates components made by third-party manufacturers, including controllers, power supplies or receiving cards, the applicable manufacturer's warranty may also apply. This does not limit any responsibility of SAS Supplier Group or any rights and remedies available under the Australian Consumer Law.

9. Limitation of this Voluntary Warranty

To the extent permitted by law, SAS Supplier Group's liability under this voluntary warranty is limited to the remedies described in these conditions. Nothing in these conditions excludes, restricts or modifies any consumer guarantee, right, remedy or liability that cannot lawfully be excluded, restricted or modified.

Australian Consumer Law

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 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.

The 12-month period stated in this document applies to the additional voluntary warranty offered by SAS Supplier Group. Statutory rights may continue beyond that period where the Australian Consumer Law applies.