Australia & New Zealand Standard Warranty For Sangean Products

Consumer Product Warranty (Warranty against Defects)

The purchase of a Sangean product (hereinafter referred to in this Standard Warranty as "good(s)") includes coverage by Sangean's Standard Warranty. The Sangean Standard Warranty is provided by: Standard Radio Distributors trading as Canohm (ABN 57 004 817 949), Building 4, 30 Prohasky Street, Port Melbourne Victoria 3207 Australia. Ph: 03 9644 7888, Email: **service@canohm.com.au**

Warranty terms and conditions

1.1 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 benefits provided in this Standard Warranty are in addition to other rights and remedies you may have under law.

1.2 Subject to the above, as part of your Standard Warranty Canohm agrees to repair or replace at Canohm's cost the goods (which includes a supplied Sangean accessory) purchased by you in Australia or New Zealand from a Sangean Authorised Dealer when the good does not perform in accordance with the manufacturer's specifications during the Warranty Term specified below, commencing from the date of purchase.

1.3 Goods returned for repair may be modified or repaired with refurbished parts of the same type. Replacement of the good or a part does not extend or restart the Warranty Term.

1.4 In the case of a good presented for repair which is capable of retaining user-generated data (e.g. *internal memory*), you are advised that the repair process of the good may result in loss of that data.

1.5 The good will be at the owner's risk whilst in transit to and from the Canohm Authorised Service Centre, unless transported by Canohm or its Authorised representatives.

1.6 Transportation of the good to Canohm or its Service Centre is at your cost. Canohm will not be liable for any damage caused to the good whilst in transit.

1.7 The cost of repair or replacement of the good shall be at Canohm's cost but Canohm and its Authorised Service Centres may seek reimbursement of any costs incurred by them when the good is found to be in proper working order.

General exclusions and limitations

2.0 To the full extent permitted by law, but subject always to clause 1.1, the Standard Warranty will not apply:

(a). If the good has not been installed, operated, maintained or used in accordance with the manufacturer's instructions or specifications provided with the good.

(b). If the serial number has been altered or removed from the good.

(c). To damage as a result of malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, faulty or mis-adjustment of customer controls, use on an incorrect voltage, voltage supply problems, power surges and dips, thunderstorm activity, acts of God, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, the operation of a computer virus of any kind, exposure to conditions that are known to cause damage or entry by any foreign object in the good.

(d). To damage arising out of or during transportation, installation or while moving the good, or to any transportation costs of the good or any parts thereof to and from the owner, unless otherwise specified in these warranty terms.

(e). To any third-party software or hardware not contained in the good as originally configured by the manufacturer.

(f). To any failure, to the extent that the failure is not a failure of the good to perform in accordance with its specifications.

(g). To replacement or repair of any:
    (I). consumables (including batteries and cables), or
    (II). lost parts or accessories.

(h). To service of any good whilst it is outside Australia and New Zealand.

(i). To any wear and tear if the good is used in commercial, industrial, educational or rental applications.

(j). If DAB+ (Digital Radio) broadcast is not received:
    (I). due to unreasonable/unusual environmental factors such as in tunnels (e.g. rail or road), underground, or in buildings or other structures whose location or method of construction prevents a DAB+ radio from receiving a DAB+ signal, or
    (II). where the receivers are being used in areas which are "not covered" by DAB+ broadcasts. (In Australia refer to Commercial Radio Australia's website www.digitalradioplus.com.au for current reception areas.)

3.0 To the full extent permitted by law but subject always to clause 1.1:
(a). Canohm will not be liable for any loss, damage or alterations to:
    (I). third party hardware or software; or
    (II). programs, data or information stored on any media or any part of the good, no matter how occurring; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.

Making a Claim

4.0 To make a claim under the Standard Warranty you will need to:
(a). Contact Canohm (contact details below) to notify your claim and provide sufficient details to enable Canohm to assess the claim. In order to assist with this process you may visit the Support section located on the Canohm/Sangean website.

(b). Provide or make the good available to Canohm or a Canohm Authorised Service Centre. If you are required to return the good to a Canohm Authorised Service Centre, Canohm will provide details of the centre to you.

(c). Provide proof of purchase of the good(s) (e.g. invoice or purchase receipt) at the time of making your claim (unless not required by law).

All Sangean Products have a 1 year warranty

For further details or to find your nearest Sangean Authorised Service Centre please contact:

Australia   Toll Free on **1800 636 026**
        Web: **www.sangean.com.au**
        or email **service@canohm.com.au**

New Zealand Toll Free on **0800 486 435**
        Web: **www.sangeanradio.co.nz**
        or email: **info@mayogroup.co.nz**