



SUPPORT SERVICES

“INTERQUARTZ” branded products:

CONTENTS

GENERAL INFORMATION	2
CONTACT POINTS	2
SERVICE COVERAGE AREA	2
PROCEDURE: WARRANTY CLAIMS AND NON-WARRANTY REPAIRS	2
RETURN DELIVERY ADDRESS (REPAIRS ONLY)	3
ADDITIONAL SUPPORT SERVICES	3
WORKSHOP SERVICE FEES	3
QUOTATIONS	3
DETERMINATION OF WARRANTY COVERAGE	4
TERMS OF WARRANTY	4
WARRANTY COVERAGE:	4

Page 1
of
4 Pages



25 Northgate Drive
Thomastown VIC 3074

Ph: 03 9464 3333
Fax: 03 9464 3466



General Information

General product and support information can be found at our website:

www.interquartz.com.au

Downloadable User Manuals can be found there for all current models.

Contact Points

For general service enquiries, please contact us by email or by phone:

Email: service@interquartz.com.au

Telephone: Toll free 1800 6 IQTEL (1800 6 47835)

Website contact form: <http://www.interquartz.com.au/Email>

Service Coverage Area

Interquartz provides customer support for all end customers and resellers Australia wide.

Experienced help desk staff are on hand 9am to 5pm Mon to Fri.

Procedure: Warranty Claims and Non-Warranty Repairs

1. Contact Interquartz by any of the methods above to discuss the symptoms of the problem. Our staff can assist to determine whether the product is suspect or whether the problem may be elsewhere in the network.

2. If recommended by Interquartz, return the suspect unit to the Interquartz delivery point below, enclosing in your package the following:

- a) Proof of purchase
- b) Documentation to indicate your (or the end user's) contact details (phone, fax and email) and return address.
- c) A fault report to assist our technical staff to locate the fault or pay particular attention to the function or feature reportedly malfunctioning.

Page 2

of

4 Pages



25 Northgate Drive
Thomastown VIC 3074

Ph: 03 9464 3333
Fax: 03 9464 3466



d) If required (eg. if the unit is not under warranty or has been damaged due to abuse) please include a request for a repair quotation in the package with the returned goods.

e) Any other relevant material to establish the warranty claim if applicable.

3. Repairs to the unit will be carried out according to prescribed Interquartz factory-endorsed procedures to return the telephone to a serviceable condition.

4. The repaired or replaced unit will be returned or made available for collection once the repair is complete. DOA warranty repairs returned within one week of purchase will be returned at the expense of Interquartz.

Return Delivery Address (Repairs only)

Service Division
Interquartz (A'Asia) Pty Ltd
2/8 Pioneer Avenue
Thornleigh NSW 2120
Telephone: (02) 9875 4011
Fax: (02) 9875 4146

Additional Support Services

Upon request, site visits can be arranged to resolve difficult service or fault issues at the discretion of Interquartz.

Units suffering from Radio Interference due to close proximity to radio or TV transmitters can be modified at the discretion of Interquartz.

Workshop Service Fees

For all repairs excluded from the warranty provisions a service fee, plus the cost of parts or materials, will apply. Bulk repair prices are negotiable.

Quotations

Repair quotations can be arranged upon request and do not attract any extra charge for the quotation service.





Determination of Warranty Coverage

Pursuant to the Warranty terms below, Interquartz will determine the warranty expiration by way of the label affixed to the telephone's underside bearing the manufactured date code in conjunction with the proof of purchase documentation. The date code follows the format YYWW, where YY signifies 2 digits for the year of manufacture and WW signifies two digits that represent the week in that year. For example, a label showing "0611" would indicate that the product was manufactured in week 11 of 2006. To allow for shipping and storage prior to sale, Interquartz will normally add 3 months to the date code's start date as a grace period.

Terms of Warranty

Interquartz (A'Asia) Pty Ltd warrants the original purchaser against failure under normal usage resulting from defective material and workmanship at time of manufacture.

Proof of purchase and date of purchase may be requested for determining validity of this warranty.

This warranty does not cover defects or damage due to normal wear and tear, negligence, accidents, exposure to radiation, misuse, improper maintenance, lightning strikes or unauthorised repairs or modifications.

Consequential loss during transit to/from the customer site is not included. Notification of any defect must be made within the warranty period before a warranty repair can be effected.

This guarantee is in addition to all other Warranties or Guarantees expressed or implied by the Trade Practices Act or other Commonwealth or State laws and all other obligations and liabilities on the part of Interquartz (A'Asia) Pty Ltd. Interquartz reserves the right at all times to determine all matters related to warranty claims within the scope of the stated Terms of Warranty.

Warranty Coverage:

The warranty period varies depending on the model. Please contact Interquartz for confirmation of the coverage of your product, or consult the documentation supplied with the unit.

