

Warranty Information

Warranty Policy

Warranty Registration

Warranty Return

**OCEAN TV - OUTBACK TV - SATVISION TV
Satellite Antennas**

Warranty Policy OCEAN TV - OUTBACK TV - SATVISION TV Satellite Antennas

1. WHAT THIS WARRANTY RELATES TO

1.1 This warranty covers Ocean TV and OUTBACK TV branded goods supplied by The MR Marine Group ("Supplier") to the Client ("Goods") and relates to any defects in materials and workmanship under normal use and maintenance ("Defect").

2. WHAT THE SUPPLIER WILL DO TO HONOUR THE WARRANTY

2.1 The Supplier will:

2.1.1 Arrange for the Goods or the defective part of the Goods to be repaired or replaced by a qualified repairer free of charge.

2.1.2 The Supplier reserves the right to replace defective parts of the Goods with parts and components of similar quality, grade or composition where an identical part or component is not available.

2.1.3 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

2.1.4 Replace or repair the Goods or the defective part of the Goods free of charge;

3. WHAT THE CLIENT MUST DO TO CLAIM THE WARRANTY

3.1 To claim the benefit of the warranty, the Client will need to (sequentially):

3.1.1 first contact the Supplier; and

3.1.2 present the defective Goods to the Supplier for inspection, including inspection for defective workmanship, or otherwise provide evidence of the claimed Defect, accompanied by evidence of proof of purchase and date of delivery, and if applicable, evidence of maintenance performed in accordance with the relevant maintenance schedules.

3.2 The claim listed in clause 3.1 may be made in person, or the claim may be sent to the address listed on this form, including the particulars required under clauses 3.1.1 and 3.1.2.

3.3 The appropriate form for making a claim for warranty is as attached.

4. DURATION OF WARRANTY

4.1 This warranty will cease:

4.1.1 where the Goods are purchased already fitted in or as a component of a vehicle or RV: from the date that is thirty six (36) months after the Client takes delivery of the vehicle or RV; and

4.1.2 where the Goods are purchased separately or as an after-market item: from the date that is thirty six (36) months from the date of purchase.

4.2 If a Defect does not materialise in the Goods prior to the date provided in clause 4.1, the Supplier will have no liability to the Client under this warranty.

5. RESPONSIBILITY FOR COSTS OF CLAIM UNDER THIS WARRANTY

5.1 The Supplier is responsible for the costs directly associated with repairing or replacing the Goods in accordance with clause 2.1 only.

5.2 Any works required to be completed in addition to fixing the Defect are the responsibility of the Client. Additional works includes any costs associated with any testing or repair of the Goods or any goods to which they are fitted, undertaken by a third party in relation to any defect without prior authorisation from the Supplier.

5.3 Where it is determined that the Goods do not have a Defect, the Client will be charged a GST exclusive inspection fee of one hundred (\$120.00AUD in Australia or \$120.00NZD in New Zealand) plus freight costs for the return of the Goods, this is subject to change without notice.

5.4 The cost of delivery and insurance of the Goods to and from the Supplier, travel costs to and from the Supplier, and the cost of inspecting and testing the Goods are the sole responsibility of the Client.

Warranty Policy OCEAN TV - OUTBACK TV - SATVISION TV Satellite Antennas con't

6. WARRANTY LIMITATIONS

6.1 The Supplier makes no warranties or representations other than those set out in this warranty document except as is required by law.

6.2 The Supplier will not be liable under this warranty:

6.2.1 to the Client or any other person for any consequential, direct or indirect loss, damage or costs incurred or suffered by the Client or any other person, including but not limited to damage to persons, other property, loss of turnover, loss of profits, loss of business or goodwill;

6.2.2 to the Client for transportation or travel costs which are the Client's responsibility;

6.2.3 for damage or defects in any Goods caused by improper transportation, storage or any other misuse, neglect or accident.

6.2.4 for the installation of the Goods. Any fault or defect due to installation should be referred to the installer. The Goods must be installed in accordance with the Manufacturer's instructions and any relevant legislation or code.

6.3 This warranty covers the Client only and the warranty is not transferable if the Goods are sold by the Client during the warranty period.

7. WARRANTY EXCLUSIONS

7.1. This warranty will not apply where:

7.1.1 the Goods have been improperly modified or repaired or the Good's defect has arisen due to the Client's failure to properly install, fit, maintain, service or use the Goods in accordance with the specifications and instructions provided by the Manufacturer, including a failure to comply with the relevant maintenance schedule (where applicable);

7.1.2 the Supplier cannot establish any Defect in the Goods after testing;

7.1.3 the Goods have been used other than for the purpose for which they were designed;

7.1.4 the Goods have been subject to abnormal conditions, including but not limited to temperature, pressure, weather, stress, load or similar;

7.1.5 the Client or installer have used or fitted non-genuine or non-approved parts and accessories to the Goods or have failed to use recommended parts and accessories;

7.1.6 the Good's defect has arisen due to abuse, misuse, neglect or accident;

7.1.7 the Goods have not been installed in accordance with the relevant instructions;

7.1.8 the Good's defect is caused by use or fair wear and tear of the Goods (or expendable parts).

8. RIGHTS AT LAW

8.1 The benefits given to the Client under this warranty are in addition to other rights and remedies of the Client at law in relation to the Goods.

8.2 In Australia 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.

OCEAN TV OUTBACK TV

Satellite Antennas

Ocean TV - Outback TV Warranty Registration

Name: _____

Address: _____

Suburb: _____

Postcode: _____

Email : _____

Model: _____

Serial Number:

Dealer: _____

Date Installed: _____

Vessel / RV Brand: _____ Model: _____

Please Return the Warranty Registration to:

MR Marine - Ocean TV, Dunham House, 2 Massey Street, Gladesville, 2111, Sydney Australia

OCEAN TV OUTBACK TV

Satellite Antennas

Warranty Return Form

What is not Covered under Warranty

1. Equipment that has suffered Electrical or Lightning Damage due to surges
2. Cable and Fittings that have been overtightened
3. Corrosion or Storm Damage
4. Accidental or Wilful damage
5. Changes to Satellite Services that may require Firmware upgrades
6. Disruption or Termination of Satellite Services beyond our control
7. Driving with the Outback TV Antenna still in the up position
8. Cyclones and extreme weather conditions that damage the unit.
9. Changing of Settings in the IDU that result in the antenna not working 100%
10. Labour Cost of uninstalling and/or reinstalling products.
11. Physical Damage that is beyond our control.

Name: _____

Address: _____

Suburb: _____

Postcode: _____

Email : _____

Model: _____

Serial Number:

Dealer: _____

Date Installed: _____

Vessel / RV Brand: _____ Model: _____

Reason for Warranty Claim: