



Connected Equipment Warranty

PowerShield SafeGuard, Defender & ZapGuard Warranty

This Connected Equipment Warranty (“CEW”) is solely provided for the equipment (“**Connected Equipment**”) that is connected to the PowerShield SafeGuard, Defender and ZapGuard range (“**Product**”). The warranty for the Product and for the Connected Equipment can be found with the Product packaging and on our website www.powershield.com.au. The CEW is valid only for the original end user of the Product and does not confer any rights of any other persons. This CEW is only valid in Australia. The CEW is only valid for equipment that is used in a domestic capacity and specifically excludes commercial and industrial applications. The original end user must retain all the original receipts for both the Product as well as the receipts for the Connected Equipment. Failing to produce all receipts will automatically void the CEW. The receipts must clearly be in the name of the end user, if not, the CEW will automatically be void. The warranty period of the Connected Equipment is for a period of one year from the date of purchase of the Product. The maximum value of the CEW will be as per the literature stated on the particular Product packaging. During the warranty period Power Shield Pty Ltd (“**Power Shield**”) will at its option repair or replace any defective Connected Equipment that has occurred only as a result of a voltage transient. Power Shield will at its sole discretion not warrant any of the Product, or the Connected Equipment, that has been tampered with, abused, misused or modified in anyway whatsoever. Power Shield will at its sole discretion not warrant any of the Connected Equipment that it deems in its sole opinion was not used for its proper intended purpose. This warranty is additional to and shall not affect the consumer’s statutory rights under applicable national or state laws in force which cannot be excluded or modified, nor the consumer’s rights against the retailer arising from its sales / purchase contract. Power Shield will at its option repair or replace the Connected Equipment to the value of the amount stated on the relevant product packaging which is damaged only as a result of a transient voltage surge, spike or lightning strike while it has been properly connected through a functioning Product to a properly wired power line with protective ground. Power Shield will spend to repair or replace the damaged Connected Equipment, at its option, an amount equal to the fair market value of the damaged Connected Equipment or the original price of the Connected Equipment, whichever is less up to the maximum amount detailed in the CEW for the Product. The Fair market value of the Connected Equipment shall be the current retail depreciated value of the Connected Equipment or similar Connected Equipment as determined solely by Power Shield at the time that it approves a claim. All claims for Connected Equipment will be subject to an excess of \$1000 or 10% of the value of the Connected Equipment, whichever is the greater. Power Shield and or its insurer reserves the right to review the damaged Product, the Connected Equipment and the site where the damage occurred. Any damaged equipment must remain available for inspection until the claim is finalized. Power Shield is not obliged to provide a specific time frame for finalizing claims. When requested by Power Shield the original end user shall be required to ship the damaged Product and the damaged Connected Equipment to Power Shield nominated address at the original end users cost. Power Shield reserves the right to negotiate the cost of repairs. Whenever claims are settled Power Shield has the right to be subrogated under any insurance policies the original end user may have. The CEW does not protect against acts of nature such as floods, earthquake, nor does it protect against war, vandalism, theft, erosion, depletion, obsolescence, abuse, damage due to low voltage disturbances (i.e. brownouts or sags), non-authorized program, or system equipment modification or alteration (fair wear and tear excepted). Power Shield, it’s officers or employees will not under any circumstance be liable for any consequential or indirect losses, including lost business, loss of profits, loss of service, loss of software, loss of information, damage to any computer media other than hardware. To file a claim against the CEW, you must take the following steps:

1. Contact Power Shield Customer Service Representatives at 1300-305-393 within 15 days of the occurrence. Provide the following information:
2.
 - a. You must provide an Original Receipt with the date of purchase of the Product and of the Connected Equipment
 - b. The model number of the Product.
 - c. The serial number of the Product.
 - d. The type of Connected Equipment that was connected.
 - e. The model numbers and serial numbers of the Connected Equipment that was connected to the Product at the time of the occurrence.
 - f. The date and time of the occurrence.
 - g. A description of the occurrence.

Your Power Shield Customer Service Representative will then instruct you on how to proceed with your claim. These Terms and Conditions are subject to change by Power Shield without notice

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THE AUSTRALIAN UPS COMPANY

