

# OUT OF WARRANTY REPAIRS

A&D Australasia Pty Ltd (incorporating A&D Medical Pty Ltd) instruments that are no longer under warranty may be returned for repair directly to A&D Australasia Pty Ltd. Fixed price repairs are available for most A&D instruments, or a quotation for repair can be supplied upon request. Please note that in certain circumstances a charge may apply for a quotation.

## Terms and Conditions

Please read the following conditions for out of warranty repairs.

- 1) The customer must call (08) 8301 8120 prior to sending the device in for repair.
- 2) Should the item need to be returned to A&D Australasia, a clearly written description of the problem must be sent with the device to aid a speedy repair.

Description of the problem: .....

.....

.....

*A&D Australasia products are warranted against any defects in materials and workmanship for a one year period from the date of the original purchase, with the exception of the products covered by longer term warranties as shown in the table below.*

| WARRANTY PERIOD                | A&D APPLICABLE MODEL SERIES   |
|--------------------------------|---|
| Three Years                    | Electronic balance series with the following prefix: FX/i, FZ/i, EK/W-I; EJ; Medical devices with prefix TM, UM, UB, UA |
| Five Years                     | Electronic balance series with the following prefix: GH; HR; GR; ML/F/X/S, SV; AD-1690; GX/F; GP; AD- 4121B             |
| Lifetime of original purchaser | Blood Pressure Monitor models: UA-767Plus; UA-851; UA-1010; UA-1030T  |



PLACE  
STAMP  
HERE

**A&D AUSTRALASIA PTY LTD**  
**Head Office**  
**32 Dew Street**  
**Thebarton SA 5031**

# A&D AUSTRALASIA PTY LTD *(Incorporating A&D Medical Pty Ltd)* INSTRUMENT WARRANTY

Firstly, we'd like to thank you for buying an A&D product. We are very proud of the workmanship that goes into the design and manufacture of our products and would like to take this opportunity to advise you of our warranty terms and conditions.

1. Please complete and return your warranty card within 10 days of purchase, or if returning your instrument for repair during the warranty period, please include your completed warranty card with a copy of your receipt as proof of purchase.
2. Your A&D Australasia product is warranted against any defects in materials and workmanship for a period of 12 months from the date of the original purchase, with the exceptions of models listed in the table overleaf.
3. This warranty covers both parts and labour and will be repaired without charge upon return of the instrument to A&D Australasia Pty Ltd head office. Please note that this warranty does not include the cost of postage or handling of the instrument to or from A&D Australasia's head office.
4. Under the terms of the warranty, the repair or replacement of any part shall be at the opinion of the Company or its Authorised Agent.
5. This warranty only applies if the instrument has been used in accordance with manufacturer's recommendations, under normal use and reasonable care (in the opinion of the Company). This warrant does not cover damage, malfunction or failure to the instrument resulting from misuse, neglect, abuse, or it being used for a purpose for which it was not designed or is not suited.
6. This warranty is in addition to any condition, warranty, right or liability implied by the *Competition and Consumer Act 2010* and State and Territory Legislation.
7. 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.

# A&D AUSTRALASIA PTY LTD *(Incorporating A&D Medical Pty Ltd)* INSTRUMENT WARRANTY

**YOU MAY CHOOSE TO EITHER FILL IN THIS CARD AND RETURN IT TO US BY POST OR COMPLETE THE WARRANTY FORM & REGISTER THROUGH OUR WEBSITE**

**[www.andaustralasia.com.au](http://www.andaustralasia.com.au)**

*THANK YOU FOR PURCHASING THIS A&D AUSTRALASIA (A&D MEDICAL) INSTRUMENT.*

*PLEASE PROTECT YOUR INSTRUMENT BY RETURNING IT IN ITS ORIGINAL PACKAGE.*

*FURTHER PROTECTIVE COVERING/WRAPPING WOULD BE ADVISABLE.*

## **CUSTOMER DETAILS** *(please print clearly)*

|         |   |        |                      |           |                      |          |                      |
|---------|---|--------|----------------------|-----------|----------------------|----------|----------------------|
| Name:   | <input type="text" value="Mr/Mrs/Ms/Miss"/> |        |                      |           |                      |          |                      |
| Street: | <input type="text"/>                        |        |                      |           |                      |          |                      |
| Suburb: | <input type="text"/>                        | State: | <input type="text"/> | Postcode: | <input type="text"/> | Country: | <input type="text"/> |
| Phone:  | <input type="text" value="( )"/>            | Email: | <input type="text"/> |           |                      |          |                      |

## **PRODUCT DETAILS**

|   |                      |             |                      |                   |                      |
|---|----------------------|-------------|----------------------|-------------------|----------------------|
| Model No.:                                      | <input type="text"/> | Serial No.: | <input type="text"/> | Date of Purchase: | <input type="text"/> |
| Description of Problem <i>(if applicable)</i> : | <input type="text"/> |             |                      |                   |                      |
| <input type="text"/>                            |                      |             |                      |                   |                      |
| <input type="text"/>                            |                      |             |                      |                   |                      |

**A&D**  
**A&D Australasia**

A.B.N. 26 007 556 809

**FOR ENQUIRIES:**

Phone: 08 8301 8100 or

Email: [support@andaustralasia.com.au](mailto:support@andaustralasia.com.au)