

Disclaimer of Liability

Disclaimer of Liability and Indemnity

All repairs are subject to a non refundable estimate fee, chargers will also applies to warranty repairs not covered under manufacturers' and or extended warranty conditions.

No refund policy applies to items when a repair/inspection authority has been given and to be paid for by the owner and upon inspection, estimate and or completion the repair is referred to manufacturer, retailer or extended warranty company for compensation.

Noosa TV & Video repairs can dispose or sell this unit if not collected within 30 (thirty) days of notification of completion without any further notice. Whilst every effort will be made to ensure the highest level of care is applied during the transportation & service of any goods by Noosa TV & Video repairs or any of its affiliates, agents and licensors (and/or any third party) will not be liable for any damages or inconvenience arising. In no event will of Noosa TV & Video repairs be liable for, its affiliates, agents and licensors to you (and/or any third party) arising out of any kind of legal claim (whether in contract or otherwise) in any way connected with the service to which the claim relates. No omission of its affiliates, agents and licensors will operate as a waiver of any right. For the exclusive benefit of Noosa TV & Video repairs, Noosa TV & Video repairs shall retain the right to bring proceedings as to the substance of the matter in the courts of our state of residence or, where these terms are entered into in the course of trade or profession of our principal place of business.

Conditions for repairs Under Manufacturers or Extended Warranty

Proof of purchase documentation is required, showing date of purchase and retailer. If booking a repair over the phone, we will require these details so that we can advise you whether pickup/delivery is covered by your warranty. In most cases pickup/delivery is included, but not disconnection or reconnection to multiple devices nor is the removal of devices off the wall (from any height). If the item develops a fault outside the manufacture warranty and you have purchased an Extended Warranty it is the customers responsibility to lodge a claim to there extended warranty organization, the warranty company will then contact us via fax or email to give us the authority to carry out the repair. At times it may not be economical to repair the item and the extended warranty company may decide to replace it instead, if this eventuates we will advice you as soon as we are informed.

Please note: Disconnection/Re-installation charges may apply if we are requested to carry out these duties. Commonly a simple reconnection, eg. antenna and one additional device to check the operation is included. Reconnection of other devices such as set-top boxes, HI-FI, DVD, pay TV and etc will attract a chargeable fee. Where no fault can be found and the defect is verified to be caused by incorrect operation or a malfunctioning antenna system or issues which are not covered by the manufacture or extended warranty we reserve the right to charge our out of warranty repair rates including transportation fees.

Conditions for repairs of goods not under any warranty

An upfront booking fee is applicable to all our repairs, this will be deducted from the repair cost. Pickup and Delivery is available, no repairs will be carried out in the field. All items are repaired on-site in our work shop, we have the most up to date test equipment and tools to

repair your items to the highest standard and as fast as possible, unpreventable delays may occur if parts required are not in stock, we will keep you up to date on the progress of the repair. All our repairs have a 30 day labour warranty, it is your responsibility to report any defects within this period, parts warranty is as per manufacture or supplier of the spare parts (between one and nine months). This warranty excludes tunings and installations and repairs marked "no warranty". Items of any value left uncollected for a period greater than (90) ninety days will be disposed or sold Any deposits paid are not refundable, for items such as parts orders, installations, booking fees No fault found or customer error and etc.