

Australia & New Zealand guarantee terms

GENERAL TERMS AND CONDITIONS

1.1 The benefits given to you in Hasselblad's Standard Warranty are in addition to other rights and remedies you have under a law in relation to the products to which Hasselblad's Standard Warranty relates. Hasselblad products 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 products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

1.2 Subject to section 1.1 and the terms below, as your Standard Warranty Hasselblad agrees to repair or replace at Hasselblad's cost the Hasselblad product, and any Hasselblad accessory supplied with the product, purchased by you in Australia or New Zealand from a Hasselblad Authorised Dealer when the product does not perform in accordance with the manufacturer's specifications during the Warranty Term specified for the product in the warranty table below, commencing from the date of purchase.

1.3 To make a claim under the Standard Warranty you will need to:

(a). Contact the dealer where you purchased the camera to register your claim and provide the details to enable Hasselblad to assess the claim.

(b). Provide or make the product available to Hasselblad or the dealer where you purchased the camera. If you are required to return the product to a Hasselblad Authorised Service Centre, Hasselblad will provide details of the centre to you. If service is on-site or in-home pick-up service, Hasselblad will contact you to make arrangements for on-site service or pick-up.

(c). Please note, you will need to submit proof of purchase (e.g. bill of sale, invoice or purchase receipt) with your claim.

1.4 Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products. Replacement of the product or a part does not extend or restart the Warranty Term.

1.5 If the product presented for repair is capable of retaining user-generated data, you are advised that repair of the product may result in loss of the data.

1.6 Included in the Standard Warranty for Australia & New Zealand is an in-home pick-up service for products indicated in the table below.

1.7 The product will be at the owner's risk whilst in transit to and from the Hasselblad Authorised Service Centre, unless transported by Hasselblad or its Authorised representatives.

1.8 Hasselblad and its Authorised Service Centres may seek reimbursement of any costs incurred by them when the product is found to be in good working order.

GENERAL EXCLUSIONS AND LIMITATIONS

2. To the full extent permitted by law, but subject always to 1.1, the Standard Warranty will not apply: 2.1 If the product has not been installed, operated, maintained or used in accordance with the manufacturer's instructions or specifications provided with the product.

2.2 If the factory-applied serial number has been altered or removed from the product.

2.3 To damage, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, mis-adjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, the operation of a computer virus of any kind, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the product.

2.4 To damage arising during transportation, installation or while moving the product, or to any transportation costs of the product or any parts thereof to and from the owner, unless otherwise specified in these warranty terms.

2.5 To any third-party software or hardware not contained in the product as originally configured by the manufacturer.

2.6 To any failure, to the extent that the failure is not a failure of the product to perform in accordance with its specifications.

2.7 To replacement or repair of any (1) consumables (including batteries, projector lamps and cables), or (2) lost parts or accessories.

2.8 To service of any product whilst it is outside Australia and New Zealand.

2.9 To any wear and tear including to projector lamp or optical block assembly if the product is used in commercial, industrial, educational or rental applications.

3. To the normal incidence of off-coloured or dark pixels in LCD and OLED screens as described in the User Manual for the product. Hasselblad will only repair or replace the product if there are (a) 8 or more dark pixels in the screen (unless 2 or more are adjoining dark pixels) or (b) 2 or more bright pixels in the screen.

4. To the full extent permitted by law but subject always to section 1.1:

4.1 Hasselblad will not be liable for any loss, damage or alterations to (1) third party hardware or software; or (2) programs, data or information stored on any media or any part of the product, no matter how occurring; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.

Consumer Standard Warranty Terms and Special Warranty Conditions

All Hasselblad Stellar products have a 2 year warranty. For service, return your product to the dealer where you purchased your camera.

