

Mongoose NZ Limited - WARRANTY CONDITIONS

THIS WARRANTY IS NOT TRANSFERABLE

Mongoose warrants for the periods specified below that it will make good without charge, at Mongoose's discretion, by way of repair or replacement with the same or a reasonable equivalent, any defect in the product, provided the product was imported and distributed by Mongoose. Product used outside country of purchase is not covered by this warranty.

Mongoose products imported from overseas by anyone other than Mongoose NZ Ltd are not covered by any warranties offered by Mongoose NZ Ltd

This is a 'back to base' warranty.

It is the product owner's responsibility to return it, at their cost, for either service or repair.

Any claim made to Mongoose under this warranty must comply with the following;

- (a) any defect has been notified to the supplying Mongoose dealer as soon as the defect was noticed.
- (b) a copy of your retail 'proof of purchase' stating where and when it was purchased and (if applicable) who carried out the installation.
- (c) the product was manufactured within 12 months prior to the commencement of this warranty period.
- (d) the product was purchased from Mongoose or one of its authorised dealers/resellers.
- (e) the product has not been disassembled or the manufacturers security seals have not been broken or tampered with.
- (f) if installation of the product was required, that it has been installed by a Mongoose approved installation agent or suitably qualified industry recognised person according to the written instructions provided with the product or those of professional practices.
- (g) that the original installer, or other Mongoose dealer nominated by the original installer, has determined that the reported defect is a genuine product defect and not caused by;
 1. incorrect operation, incorrect installation or any other consequential damage caused by other equipment not part of this product.
 2. operation of the product after it is known to be defective
 3. tampered with, alteration or modification by any person
 4. the fitment and/or connection of additional parts or accessories not supplied by or approved of by Mongoose
 5. water damage, misuse, accident, deliberate act or abuse, misdirected electrical current, insufficient or excess voltage, ingress of any fluid, fire or excessive heat
 6. use of the product for purposes other than that for which it was designed and/or intended

Items not covered by this warranty;

- (1) labour costs for removal & refitting of parts
- (2) mobile 'onsite' service
- (3) batteries
- (4) normal wear and tear
- (5) other equipment connected to this product
- (6) any consequential loss incurred by the failure of this product
- (7) product purchased from internet trading sites which is not supplied by an authorised dealer

PRODUCT WARRANTY PERIODS - WHEN FITTED BY AN APPROVED MONGOOSE DEALER

M33 vehicle security	1 year
M20 – M24 – M40 – M60 vehicle security	3 years
MAP70/M80/MAP80 vehicle security	5 years
GPS trackers & GSM pagers	2 years
Cameras and LCD monitors	1 year
Q Series Double DIN / DVD players	1 year (excludes DVD/CD disks, memory & GPS map SD cards etc)
Parking sensors / blind spot	1 year
db Drive audio	1 year
db Link LED lighting	1 year
Remote controls when supplied with alarm system	Same period as alarm system
Remote controls (supplied as spare part)	1 year
Spare parts & accessories	6 months
Commercial usage	50% of the above periods

WARRANTY WHEN NOT FITTED BY AN APPROVED INSTALLER

If installation of the product was required and has been carried out by unauthorised persons, this warranty may be void or limited to 6 months manufacturing defects only depending on the reasons for repair.

INSTALLATION WARRANTY

Warranty on the installation is borne by the installer.

The period and terms of installation warranty are determined by the installer directly and should be verified with them.

Mongoose recommends that the installation warranty offered by the installer should mirror the product warranty period.

Rectification work required to correct an installation fault carried out by anyone other than the original installation agent will incur their charges. Authorisation to have this work carried out and agreement to have any costs refunded, should be obtained from the original installation agent prior to work commencing.

If your retailer offers extended warranties in addition to the periods detailed above, then claims should be made direct to the retailer.

This warranty does not limit your legal rights.

If the original installer ceases to trade, then any installation warranty with that person may cease.

Whilst every care should be taken by the installer in the fitting of this product, responsibility for any damage to the vehicle or the product(s) is borne by the installer. Mongoose accepts no liability for any installation damage, consequential loss, incorrect fitment or operation caused by others.

PARTS & ACCESSORY WARRANTY

Parts supplied at no charge within the warranty period:- these receive the remainder of the original warranty period.

Parts or accessories purchased which are not subject to any other warranties have a product warranty period of six months – exclusions above apply.