

Panasonic PBX – 12 Month Warranty from Date of Purchase

1. Subject to the conditions of this warranty CommsPlus Distribution or a Panasonic Authorised PBX Dealer will perform necessary service on the product without charge for parts or labour, if in the opinion of Panasonic, the product is found to be faulty within the warranty period. For any genuine batteries, there is a 3-month warranty.
2. This warranty only applies to Panasonic products purchased in Australia and sold by Panasonic Australia, its Authorised Distributor CommsPlus Distribution or a Panasonic Authorised Dealer and only where the products are used and serviced within Australia or its territories. Warranty cover only applies to service carried out by Panasonic Authorised Distributor and only if valid proof of purchase is presented when warranty service is requested.
3. This warranty only applies if the product has been installed and used in accordance with the manufacturer's recommendations (as noted in the operating instructions) under normal use and reasonable care (in the opinion of CommsPlus Distribution). The warranty covers normal use only and does not cover damage, malfunction or failure resulting from use of incorrect voltages, incorrect installation, accident, misuse, neglect, build-up of dirt or dust, failure to clean or improper cleaning of the product, abuse, maladjustment of customer controls, mains supply problems, thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorised alterations), use of non-authorised/non-standard/non genuine Panasonic parts, exposure to abnormally corrosive conditions, computer virus/password resetting/setting or any foreign object or matter having entered the product.
4. This 12-month warranty covers Panasonic PBX equipment including:
 - (a) Main Key System Units (KSU)
 - (b) Optional Cards and Modules
 - (c) Proprietary Telephone and Accessories
 - (d) Integrated DECT Equipment
 - (e) Panasonic supplied cable assemblies
 - (f) Panasonic supplied software
 - (g) Voice Processing Systems
5. To claim warranty service, when required, please contact one of the following:
 1. The Authorised PBX Dealer that sold the Product to your Company
 2. CommsPlus Distribution on 03 9872 2980 or at panasupport@commsplus.com.au

You will be required to send or take the product to your place of purchase or alternatively to CommsPlus Distribution, together with your proof of purchase receipt as a proof of purchase date. Please note that freight and insurance to and/or from CommsPlus Distribution or your nearest Panasonic Authorised PBX Dealer must be arranged by you.

6. The warranties hereby conferred do not extend to, and exclude, any costs associated with the installation, de-installation or re-installation of a product, including costs related to the mounting, de-mounting or remounting of any screen, (and any other ancillary activities), delivery, handling, freighting, transportation or insurance of the product or any part thereof or replacement of and do not extend to, and exclude, any damage or loss occurring by reason of, during, associated with, or related to such installation, de-installation, re-installation or transit.

Panasonic Authorised PBX Dealers are located in major metropolitan areas and most regional centres of Australia; however, coverage will vary dependant on product. For advice on exact Panasonic Authorised PBX Dealer locations for your product, please contact CommsPlus Distribution.

In addition to your rights under this warranty, Panasonic products come with consumer guarantees that cannot be excluded under the Australian Consumer Law. If there is a major failure with the product, you can reject the product and elect to have a refund or to have the product replaced or if you wish you may elect to keep the goods and be compensated for the drop in value of the goods. You are also entitled to have the product repaired or replaced if the product fails to be of acceptable quality and the failure does not amount to a major failure.

If there is a major failure in regard to the product which cannot be remedied then you must notify us within a reasonable period by contacting CommsPlus Distribution. If the failure in the product is not a major failure then Panasonic and/ or CommsPlus Distribution may choose to repair or replace the product and will do so in a reasonable period of time from receiving notice from you.