Consumer Guarantee & Videopro 5 Year Total Care Package

Terms & Conditions
Automatic Consumer Guarantee:
All goods sold by Videopro come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and 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.

This Automatic Consumer Guarantee has no time limit. Depending on the price and nature of your item, the Automatic Consumer Guarantee may be applicable after the original Manufacturer’s Warranty has expired.

Videopro 5 Year Total Care Package:
Your rights under the ACL exist independently of the Videopro 5 Year Total Care Package and you are not required to pay for them. The Videopro 5 Year Total Care Package provides you with additional benefits to your ACL rights, however, some benefits may overlap with your ACL rights. In some cases, the Videopro 5 Year Total Care Package may not exceed the rights available to you under the ACL.

What is covered:
In the event of your product suffering a mechanical or electrical failure we will pay for parts, labour and service call out fees required for your product to be repaired to normal working order, subject to the Terms and Conditions of the Videopro 5 Year Total Care Package document. The Videopro 5 Year Total Care Package will not apply to the extent your product is otherwise covered and able to be claimed under a Manufacturer’s Warranty applicable to your product.

All warranty claims must be assessed with Videopro staff and / or Manufacturer Technical Support to deem the item faulty. No claims will be authorised without first having the product tested for failure. If the failure is not evident at the time of claim, the claim will be rejected. Rejected claims will not receive freight cost assistance, and may be required to back-pay any freight assistance provided.

The maximum amount payable by Videopro under the Videopro 5 Year Total Care Package will be the original purchase price of your product (inclusive of GST) per claim.

Refurbished parts may be used to repair goods. All parts used will have the benefit of a minimum guarantee period regardless of how much cover is remaining on your product at the time of repair. The Videopro 5 Year Total Care Package extends on a standard 12 month Manufacturer Warranty and covers your product for an additional 4 years.

The Videopro 5 Year Total Care Package covers your product for a maximum of 5 years including the original manufacturer’s warranty period. This means that if the original Manufacturer’s Warranty period is 3 years, than the Videopro 5 Year Total Care Package will extend it for a further 2 years only, to cover the maximum 5 year warranty period.

Dispute Resolution:
If at any time you feel that your rights under the ACL or rights in accordance with Videopro’s warranty policies contained in this document are not being satisfactorily observed by our staff, the product manufacturer or our extended warranty agent, then you may refer your dispute in writing via the contact us section at www.videopro.com.au, or to:

Warranty Claims Officer
Videopro
37 Eagleview Place
Eagle Farm QLD 4009.
Items under $400 replacement policy:
During the period of the Videopro 5 Year Total Care Package, if you choose to make a claim within the extended warranty period (outside of the Manufacturer’s Warranty period), and the purchase price of the covered item is less than $400 and the covered item suffers a breakdown that is covered by the Videopro 5 Year Total Care Package, then Videopro will replace the covered item. If the covered item is not available we will provide you with a store credit valued at the purchase price of the covered item.

No Lemon Guarantee – Products over $400:
For the duration of your Videopro 5 Year Total Care Package, if you experience a fault with the same item 3 times (and the fault is covered by the Videopro 5 Year Total Care Package as outlined in this document), we will replace it. The replacement item will be of similar specification – if a suitable replacement cannot be found, you will receive a store credit of the value of the purchase price of your product.

Videopro Toll Free Phone Support:
We are available, toll-free on 1300VIDEOPRO (1300 843 367). Our operating hours are 9am-5pm Monday – Friday (excluding Brisbane public holidays).

14 Day Swap Over Period:
If your product suffers a fault and is deemed to be covered (as defined in the Videopro 5 Year Total Care Package document), and you contact us within 14 days of receiving it - we will swap it over for you. We may be able to assist with freight costs involved in the swap – this will be handled on a case by case basis.

Authorised Repair Agent Referral:
If you are experiencing issues with your item, we will happily assist you in contacting the necessary technical support team to lodge a repair request.

No Excess, Parts and Labour Covered:
If your item requires Warranty Coverage, you will not be required to pay any excess fees to activate the warranty support. For the duration of your Videopro 5 Year Total Care Package, if your product is assessed and covered, you will not be charged any costs for the parts and labour required to repair your item.

Transferrable with item:
Your Videopro 5 Year Total Care Package can be transferred with the item to another person, as long as the tax invoice and warranty information is also supplied to the new owner.

Limitations and terms of the Videopro 5 Year Care Package:
- The +4 year extension of the Manufacturer’s Warranty replicates the Manufacturer’s Warranty exactly. This extension is for a maximum of 5 years, no longer.
- Fair wear and tear is not covered by the Videopro 5 Year Care Package
- Consumable parts (e.g. lamps, batteries, etc.) are not covered.
- If your item cannot economically be repaired, we will replace it for an item with equivalent specifications. Alternatively, a store credit to the value of the purchase price may be granted if a suitable replacement cannot be found.
- Faults caused by the user, including misuse, weather exposure etc, will void the Warranty Coverage.
- In any instance where the total care package procedure has been fully executed (i.e with the full replacement of your product or the expiry of the contract period), the total care package will have fulfilled its obligations and will be terminated.
Videopro 5 Year Total Care Package Fault Remedy Process

Has your item experienced a fault within 14 days of receipt? YES NO

Contact Videopro for an assessment of your item. If your product is deemed faulty, you will receive a replacement. See the Videopro 5 Year Total Care Package for more information and full Terms and Conditions.

Is your item within the Manufacturer’s Warranty period? YES NO

If the purchase price was under $400, Contact Videopro for an assessment of your item. If your item is deemed faulty, you will receive a replacement.

If the purchase price was over $400, contact Videopro or the manufacturer to arrange remedy.

Are you covered by a Videopro 5 Year Total Care Package? YES NO

Contact Videopro’s 5 Year Total Package Claims Centre for an assessment:
(07) 3250 0000

We recommend that you contact Videopro or the manufacturer for advice on further action. Even though the Manufacturer’s Warranty may have expired, the manufacturer is not only best suited but is obligated to assess the nature, cause and extent of a failure or fault if you have reason to believe there has been a breach of Consumer Guarantees.

Not able to find a suitable resolution? Refer to the Dispute Resolution section of the Videopro 5 Year Total Care Package Document.