

MONGOOSE WARRANTY CONDITIONS

CONSUMER PRODUCT WARRANTY

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 in New Zealand or Australia. Product used outside the country of purchase is not covered by this warranty. This is a 'back to base' warranty. It is the product owners responsibility to return it at their cost for either service, repair or replacement.

Claims 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 'proof of purchase' which states from 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 Mongoose dealers.
- (e) 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 an approved Mongoose installation agent or suitably qualified industry recognised person according to the written instructions provided with the product or those of professional practices.
- (h) if installation is carried out by any other persons, then this warranty may either cease or be limited to six months parts only.
- (i) 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. 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. connection to non-compatible equipment
 6. misuse, accident, deliberate act or abuse, misdirected electrical current, insufficient or excess voltage, ingress of water or any other fluid, fire or excessive heat, excessive wear and tear
 7. use of the product for purposes other than that for which it was designed, intended and advertised for

Items not covered by this warranty:

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| (i) removal & refitting costs of parts | (ii) mobile service |
| (iii) batteries | (iv) wear and tear |
| (v) other equipment connected to this product | (vi) freight costs of parts to/from rectification centres |
| (vii) Mongoose supplied software – eg: GPS maps, SD/micro cards, other | |

PRODUCT WARRANTY PERIODS

Vehicle security (excludes remotes)	Alarms and immobilisers – 3 years (remote controls when supplied new with the security system – 12 months)
	M80/MAP80 Series - 5 years (remote controls when supplied new with the security system – 12 months)
GPS trackers & GSM pagers	2 years
Cameras and monitors	1 year (Cameras are water resistant – they are not waterproof)
Q Series	1 year (Excludes DVD and CD disks, memory cards or any other non-Mongoose accessories or fitments)
Q Mat	1 year (manufacturing defects only)
Nomad products	1 year
Home security	1 year
Remote controls	6 months (when purchased as a spare or replacement part)
Parts & Accessories	6 months
Lighting products (LEDs)	60 days
Commercial usage	50% of the above periods

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 but usually mirror the same period as the product.

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 the original installer ceases to trade, then any installation warranty from that person ceases. Mongoose accepts no responsibility.

Whilst every care should be taken in fitting of this product, responsibility is borne by the installer.

Mongoose accepts no liability for any damage, incorrect fitment or operation caused by others in the installation process.

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.

THIS WARRANTY IS TRANSFERABLE AS DETAILED BELOW

- a) If the product has been fitted to a vehicle and the vehicle is sold complete with this product, the new owner receives the balance of any warranty period remaining providing the original purchase receipt and 'proof of purchase' is given to the new owner. If these are not available, then this warranty ceases.
- b) If the original owner has the system fitted into an alternative vehicle the owner receives the remaining period of warranty if the de-installation and re-installation is carried out by an authorised Mongoose installer. During re-installation, new wiring harnesses must be used. If a subsequent product warranty claim is made, the original purchase receipt, 'proof of purchase' and the re-installation receipt must be provided when the claim is lodged. If these conditions are not met, this warranty ceases.

This warranty does not limit your legal rights. Mongoose reserves the right to vary these terms upon individual negotiation and agreement with the purchaser or re-seller.