

New Zealand Warranty – End User

In this warranty:

We, Us, and similar expressions, means GN ReSound New Zealand Ltd trading as ReSound.

You means the consumer of the Device within the meaning of the New Zealand Consumer Law.

Supplier means the authorised hearing professional that fitted and sold you the Device in New Zealand.

Device means the ReSound hearing device accompanied by this warranty and purchased in New Zealand.

The benefits provided to you under the following warranty are in addition to any other rights and remedies available to you under the law:

- 1.If there is a defect in the Device due to improper workmanship or material within the time period specified below from the date of supply (**Warranty Period**), we will replace or repair the Device without charge as follows:
 - (a) within two years for a defect in all BTE and top up ITE devices.
 - (b) within two years for a defect in the Tier ITE Device.
 - (c) within one year for a defect in all wireless accessories.
 - (d) within three months for a defect in the ear moulds.
 - (e) Alternatively, within any additional time period specified in an extended warranty purchased by you for the Device.
- 2.The warranty provided under clause 1 is limited to replacement or repair of the Device only, at our option. It does not cover:
 - (a) Damage due to the Device not being operated or maintained in accordance with our User Guide, or the direction of the Supplier.
 - (b) Damage due to the Device being improperly stored, used, repaired, damaged, abused, tampered with, altered (without our written approval), exposed to fire, heat or corrosive conditions, damage caused by physical changes in your ear or through foreign objects or matters entering the Device.
 - (c) Damage arising from normal wear and tear.
 - (d) Lost Devices.
- 3.Any replacement Device is warranted only for the time remaining in the original Warranty Period.
- 4.Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.
- 5.To the extent permitted by law, we exclude liability for consequential loss, negligence, or any other loss or damage caused to property or persons arising from any cause whatsoever, including but not limited to personal injury, lost profits, lost savings and other economic damages, or damages from war, terrorism, vandalism or acts of God.
- 6.In order to claim under this warranty you must, within the Warranty Period, return the Device to the Supplier, together with the original proof of purchase including the details below:

Customer Name

Supplier Name

Date Of Purchase

Device Model / Type

Model / Serial Number

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7. This warranty does not cover the cost of claiming under the warranty or transporting the Device to and from the Supplier.

8. Our goods come with guarantees that cannot be excluded under the New Zealand 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 goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you would like to speak to someone about your Device, including claiming under this warranty or for other servicing inquiries, please contact the Supplier.