

interfere with or disrupt any services or equipment with the intent of causing an excessive or disproportionate load on the infrastructure of Trivision TV or its licensors or suppliers;  
involve the preparation or distribution of junk mail, spam, chain letters, pyramid schemes, or other deceptive or unsolicited bulk or commercial email, or otherwise violate in any way the Controlling the Assault of Non-Solicited Pornography and Marketing Act

Improper use of the Services and/or Content may result in termination of your access to and use of the Services, and/or civil or criminal liabilities.

#### Contact

If you have any questions about these Terms of Use, please contact Trivision TV at [support@trivisiontv.com](mailto:support@trivisiontv.com)

#### Warranty Statement

**Limited Warranty.** The length and start date of your limited warranty (the "Warranty Period") on TRIVISION TV products and accessories varies by product, and can be determined by using the table below. TRIVISION TV warrants to you that, for the length of the Warranty Period, your TRIVISION TV Product and the Accessories will be substantially free of hardware defects in materials and workmanship under normal use. Your exclusive remedy and TRIVISION TV's entire liability under this warranty will be for TRIVISION TV at its sole option to repair or replace the Product or Accessories or refund your purchase price less any rebates. Accessories are subject to the limited warranty indicated below.

#### Warranty

#### Warranty Begins

TRIVISION TV -top Box	36-month	from date of product registration by original end-user purchaser
Accessories (cables, power adaptors, remote controls)	90 -days	from date of purchase by original end-user purchaser

**Limitation on Warranty.** This warranty does not apply: (a) to damage caused by use with non- TRIVISION TV products; (b) to damage caused by accident, misuse, being subjected to abnormal physical or electrical stress, or other external causes; (c) to damage caused by operating the product outside the permitted or intended uses described by TRIVISION TV; (d) if the product has not been installed, operated, repaired, or maintained in accordance with instructions supplied by TRIVISION TV; (e) to a product or part that has been modified, except by TRIVISION TV; (f) to consumable parts, such as batteries; (g) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports, that does not otherwise affect the product's functionality or materially impair your use.

#### Terms and conditions to avail the warranty:

If the new unit you purchased from our website has a hardware fault and does not work on arrival, TRIVISION TV will replace the box at no cost and will pay the shipping both ways.

If there is a hardware or software fault within the warranty period, TRIVISION TV will fix or replace the unit with the refurbished at no cost. You are responsible for shipping defective product to TRIVISION TV. TRIVISION TV pays for shipping from TRIVISION TV back to you only.

If the hardware is damaged in any way (warranty void, tampered with or anything broken), no warranty will be honored. Customers located outside of the Auckland, New Zealand are responsible for all shipping and handling charges.

**Limitation on Warranty.** This warranty does not apply: (a) to damage caused by use with non- TrivisionTV products; (b) to damage caused by accident, misuse, being subjected to abnormal physical or electrical stress, or other external causes; (c) to damage caused by operating the product outside the permitted or intended uses described by TrivisionTV; (d) if the product has not been installed, operated, repaired, or maintained in accordance with instructions supplied by TrivisionTV; (e) to a product or part that has been modified, except by TrivisionTV; (f) to consumable parts, such as batteries; (g) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports, that does not otherwise affect the product's functionality or materially impair your use; (h) if any TrivisionTV serial number has been removed or defaced; or (i) if the warranty sticker has been removed or altered.