



## Parrot Products Warranty Terms and Conditions

Applicable to Models: IC2015M

### What Is Covered and for How Long?

Parrot Products (Pty) Ltd offers the following limited warranty:

Product Type	Coverage Duration
Monitor	2 Years
Supplied Accessories*	0 months

\*Accessories include microphones, remote controls, antennas, power cables, USB cables, brackets, and other non-integrated components.

### On-Site Warranty Support

- On-site support is available for installations within 100 km of a Parrot branch.
- Outside this radius, technician call-out or travel charges may apply.
- On-site service is subject to availability and at the discretion of Parrot Products.

### What Is Not Covered?

This Limited Warranty is conditioned upon proper use and installation. It does not cover:

#### a) Environmental & Physical Damage

- Exposure to extreme environmental conditions (e.g. moisture, direct water contact, dust ingress, outdoor unprotected use).
- Damage caused by shock, collision, or mishandling.
- Transport or installation damage by unqualified personnel.

#### b) Electrical Damage

- Damage caused by lightning, electrical surges, incorrect voltage, or unstable power supply.
- Use of unregulated or unsafe power sources.
- Use of certified surge protection is strongly recommended.

#### c) Wear & Cosmetic Damage

- Normal wear and tear (e.g. scratches, surface marks).
- Cosmetic imperfections that do not affect performance.

#### d) Software & Accessory Use

- Malfunctions due to unauthorized firmware or software modifications.
- Damage caused by incompatible or unsafe third-party accessories (e.g. uncertified adapters).

- Use of standard USB, HDMI, and audio peripherals is supported unless proven to cause damage.

#### **e) Other Exclusions**

- Damage caused by natural disasters (fire, flood, storm, earthquake).
- Malfunctions from intentional misuse, negligence, or unauthorized service.

## **Repair and Replacement Policy**

If a defect arises during the warranty period:

- Parrot will repair or replace the product using new, reconditioned, or equivalent components.
- Replacement parts are covered for the remainder of the original warranty, or 90 days, whichever is longer.
- All replaced components become the property of Parrot Products.

## **Service Procedure**

To request service:

- Return the product to a Parrot Products branch or authorized service facility (RSA, NAM, BOTS, ZAM).
- Provide proof of purchase, product serial number, and customer details.
- Customer is responsible for freight costs when shipping to a service centre.
- Call **+27 (0)10 140 4900** or contact your local service partner for assistance.

## **Data Responsibility Disclaimer**

Parrot Products is not responsible for loss of stored data, call logs, recordings, or user settings. Please back up all relevant information before service.

## **Liability Limitation**

This Limited Warranty:

- Does not cover loss of business, downtime, revenue, or other consequential damages.
- Limits maximum liability to the original purchase price of the product.
- Does not include responsibility for third-party software or integrations.

## **Consumer Protection Act (CPA) Compliance ZA**

This warranty complies with the Consumer Protection Act No. 68 of 2008 (South Africa). Customers are entitled to repair or replacement in the case of material defects, subject to CPA guidelines.

## **Good Faith Support Commitment**

Parrot Products commits to a fair and reasonable interpretation of warranty claims and will not deny valid claims where the product has been used responsibly and within its intended purpose.

## **Severability**

If any clause is deemed unenforceable, the validity of the remainder of this policy shall not be affected.