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 Web Site : [www.parrot.co.za](http://www.parrot.co.za)  
 Reg No: 1985/01772/07 VAT No: 4010111682

## Parrot Products Warranty Terms and Conditions

Applicable to Models: IP0065B | IP0075B | IP0086B

### What Is Covered and for How Long?

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

Product Type	Coverage Duration
Interactive Touch LED	5 Years
Supplied Accessories	1 year

*Accessories include remote controls, antennas, power 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 may be provided at the discretion of Parrot Products.

### What Is Not Covered?

This Limited Warranty is conditioned upon **proper use and installation** of the product. It does **not cover** the following:

#### *Environmental & Physical Damage*

- Exposure to extreme environmental conditions (e.g. **direct water contact, flooding, outdoor unprotected use**).
- Damage caused by **shock, collision, impact**, or mishandling.
- Damage from **transport or installation not conducted by qualified personnel**.

#### *Electrical Damage*

- Damage from **lightning, electrical surges, incorrect voltage**, or unstable power supply.
- Use of unregulated or unsafe power sources.

*Use of certified surge protection is strongly recommended to retain electrical warranty coverage.*

#### *Wear & Cosmetic Damage*

- Normal wear and tear over time (e.g. scuffs, minor scratches).
- Cosmetic imperfections that do not affect performance.

#### *Software & Accessory Use*

- Malfunctions resulting from the use of **unauthorized firmware, rooted devices, or flashed OS**.
- Damage caused **directly** by faulty third-party accessories (e.g. unsafe adapters).

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



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#### Other Exclusions

- Defects caused by **natural disasters** (earthquake, fire, storm).
- Malfunctions caused by **intentional misuse** 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 facility** (RSA, NAM, BOTS, ZAM).
- Include proof of purchase, serial number, and contact details.
- You are responsible for **freight costs** when shipping the product to a service centre.

*Call +27 (0)10 140 4900 or your local service contact for assistance.*

#### Data Responsibility Disclaimer

Parrot Products is **not responsible for any data, content, files, or recordings** stored on the device.

Please ensure you **back up all data** prior to submitting for service.

#### Liability Limitation

This Limited Warranty:

- Does not cover loss of revenue, downtime, goodwill, or any consequential damages.
- Limits maximum liability to the **original purchase price** of the product.
- Does not imply responsibility for **third-party software or integrations**, which remain the responsibility of the purchaser.

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

- This warranty is provided in accordance with the **Consumer Protection Act No. 68 of 2008** (South Africa).
- Nothing in this warranty shall be interpreted to override or limit your rights under the CPA.
- You are entitled to **repair, or replacement** in the case of **material defect**, subject to CPA guidelines.

#### Good Faith Support Commitment

- Parrot Products is committed to **reasonable, fair interpretation** of warranty claims.
- We will not deny valid claims based solely on technical exclusions where the product has been used **responsibly and in line with intended purpose**.

#### Severability

- If any clause is deemed unenforceable, it shall not affect the validity of the remainder of this policy.