



## **PRIVACY POLICY**

### **Our Commitment to Your Privacy**

Summary: Mini Projector will not under any circumstances, unless legally obliged to do so, release any customer details to any Third Party.

Your Privacy is important to us. To better protect your privacy we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our homepage and at every point where personally identifiable information may be requested.

### **Our Commitment to Data Security**

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

### **Our Commitment to Children's Privacy**

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our website from those we actually know are under 18, and no part of our website is structured to attract anyone under 18. Under our Terms of Service, children under 18 are not allowed to access our service.

### **Collection of Personal Information**

You hereby authorize and permit notices, advertisements, E-mail and other communications to be sent to you from site owner by means of e-mail, including without limitation e-mails, notices, advertisements, and other communications. Moreover, you agree that your authorization and permission to Mini Projector to send you such materials and communications shall continue to be in effect unless and until you notify Mini Projector that you wish to be deleted from Mini Projector email list.

### **We Respect Your Privacy.**

We will never sell, barter, or rent your information or email addresses to any unauthorized third party. Period! The information is Free. You are under no obligation and you can Opt-Out at any time.

### **Links to third party websites**

We may include links on this site for your reference. We are not responsible for the privacy policies on these websites.

### **Alterations to this Privacy Statement**

The content of this statement may be altered at any time.

**MINI PROJECTOR**  
**PO Box 60, Dulwich Hill NSW 2203**  
[sales@miniprojector.com.au](mailto:sales@miniprojector.com.au)    [www.miniprojector.com.au](http://www.miniprojector.com.au)  
**Ph: +612 8015 6464    Mob: +61 434 341 808**  
**ABN: 11 688 258 446**



### **SHIPPING POLICY**

Standard shipping & handling cost is included in the price of each item.

All goods sold will be shipped by Australia Post regular post which usually takes 2-3 days to most places in Australia.

For an additional charge where offered on the shopping cart, your order can be shipped by either Express Post Satchel or next day Courier. Selecting and paying for Express options does not guarantee that your order will be delivered the next day, however orders received before 3pm will be dispatched the same day from Sydney.

Information about Australia Post's Express Post Next Business Day network can be found by following this link <http://auspost.com.au/parcels-mail/delivery-areas.html>

Goods will be shipped same business day if received by 3pm or next business day if received after 3pm.

Customers will be advised by email, the mode of shipping and consignment tracking number where applicable.

### **PAYMENT POLICY**

Products will only be dispatched subject to the following conditions:

- Advice from PayPal that funds have been received by Mini Projector. Please Note: It is the customer's responsibility to ensure that the shipping address on the PayPal advice is correct and up to date. Mini Projector will accept no liability for loss or delay due to incorrect shipping details supplied.
- Receipt of a copy of bank transfer information clearly showing the funds recipient to be: Mini Projector, BSB: 032-067, Account # 533422
- Receipt of an official Purchase Order from the company or body ordering the products, subject to approval by Mini Projector.

All prices on the Mini Projector website are in Australian Dollars and include GST.

**MINI PROJECTOR**  
**PO Box 60, Dulwich Hill NSW 2203**  
[sales@miniprojector.com.au](mailto:sales@miniprojector.com.au)    [www.miniprojector.com.au](http://www.miniprojector.com.au)  
**Ph: +612 8015 6464    Mob: +61 434 341 808**  
**ABN: 11 688 258 446**



### **INTERNATIONAL ORDERS POLICY**

International Orders will not incur Australian Goods & Services Tax (GST).

Where an order is processed via the International Orders Button on each product page, a quote and Invoice for payment will be emailed to the customer with payment instructions.

If an International Order is received directly through the website payment portal, the GST value will be re-allocated to International freight & handling costs.

All International Orders will be shipped via International Airmail at a minimum. The customer will be offered an Express Delivery Option if requested.

### **WARRANTY & RETURNS POLICY**

#### **Warranty**

Mini Projector provides a 12 month Manufacturer's Warranty with most equipment sold, except where specifically stated otherwise. All claims will be submitted to Mini Projector, in accordance with the Warranty Procedure which follows below.

#### **Returns**

Mini Projector will offer an upgrade or refund on returned goods other than Repair & Warranty Claims on the following conditions.

Goods are returned complete & intact in original condition and original undamaged packaging within 7 days of despatch by Mini Projector.

Mini Projector provides specifications for all the projectors that it supplies and cannot be held responsible for purchases that do not meet the specifications or connections of the source device intended for connection. (For example, a projector supplied with HDMI connection where the source device does not have an HDMI port.)

Unfortunately Mini Projector cannot accept returns based on '**Change of Mind**' or if goods are no longer required. It is important customers order carefully.

We are available via email and phone to help ensure the items you are purchasing will meet your specific requirements.

**MINI PROJECTOR**  
**PO Box 60, Dulwich Hill NSW 2203**  
[sales@miniprojector.com.au](mailto:sales@miniprojector.com.au)    [www.miniprojector.com.au](http://www.miniprojector.com.au)  
**Ph: +612 8015 6464    Mob: +61 434 341 808**  
**ABN: 11 688 258 446**



**WARRANTY & RETURNS POLICY (cont.)**

All returns for refund will incur a restocking fee of up to 25% depending on the condition of the returned goods. It is not our intention to charge this fee unless the goods or packaging have suffered considerable damage or where all components of the package have not been returned.

Mini Projector will retain a delivery fee from all refunds and the customer is responsible for the cost of return delivery.

Refunds will be processed only after returned goods have been received and inspected by Mini Projector. An email will be sent to the customer advising all details of a refund.

All prices in Australian Dollars and include GST.



## Warranty Procedure

**Mini Projector** technical facilities will solely administer warranty repairs and/or replacement of its product within its technical workshop.

Mini Projector warrants its products against defects in material and workmanship under normal use and service for a period of twelve (12) months (except where specifically stated otherwise) from invoice date. Mini Projector obligation hereunder shall be to **repair or replace** its product covered in the above warranty.

***The warranty does not cover batteries or accessories or spare part items, except where specifically stated.***

**Please Note:** Mini Projector will not accept any returned warranty or non warranty repair product without it being accompanied by a valid WRR (Warranty Returns Report) form and Call Reference Number. A Warranty Returns Report is on page 4 of this document.

### **Call Reference Number (CRN)**

A Call Reference Number may be obtained from Mini Projector Technical Service Support Centre on 02 8015 6464 on business days between the hours of 8.30 AM and 5.30 PM (EST) Monday to Friday, excluding Public Holidays.

A Call Reference Number indicates that you have received authority to return goods to Mini Projector for warranty repair. Goods that are sent to Mini Projector without a Call Reference Number will not be accepted for warranty repair. The Call Reference Number is issued for tracking purposes.

### **Returning goods to Mini Projector**

Clearly mark the Call Reference Number on the outside of the package when sending the unit to Mini Projector. There is no need to return CD's or manuals and you should only return any cables or power supply if requested by Mini Projector Technical Support. The cost of transporting product safely to and from Mini Projector nominated premises is the customer's responsibility. Registered post or reputable courier services are the recommended shipping methods when sending items to Mini Projector. Please note that Mini Projector does not accept responsibility for items lost or stolen in transit to Mini Projector premises.

Ensure the package is clearly marked on the outside with your Call Reference Number and send it to:

### **MINI PROJECTOR - Service**

**If sending by Australia Post - PO Box 60, Dulwich Hill NSW 2203**

**If sending by Courier – 69 The Boulevard, Dulwich Hill NSW 2203**

### **12 months Limited warranty:**

Mini Projector will repair or replace a unit that is deemed to be within the warranty period of 12 months (except where specifically stated otherwise) from the date of invoice. Please feel free to ring our Customer Service Centre on 02 8015 6464 if you have any concerns relating to the performance or operation of the purchased unit.

If the product fails, due to manufacturing defect, within the warranty period, the following procedure must be adhered to:

- 1 Please phone Mini Projector Technical Support Centre on 02 8015 6464 to discuss the problems that you are experiencing. If the unit is deemed to be faulty a Call Reference Number will be provided and then proceed to step 2.
- 2 A WRR form must be filled out with the Call Reference Number clearly marked.
- 3 Return the faulty unit to Mini Projector together with a copy of the WRR form

Satisfactory completion of the above will result in the faulty unit being repaired, or replaced, and dispatched

### **MINI PROJECTOR**

**PO Box 60, Dulwich Hill NSW 2203**

[sales@miniprojector.com.au](mailto:sales@miniprojector.com.au)    [www.miniprojector.com.au](http://www.miniprojector.com.au)

**Ph: +612 8015 6464    Mob: +61 434 341 808**

**ABN: 11 688 258 446**



within 5 working days of receiving the faulty unit.

## Warranty Procedure

### **Warranty is void under the following conditions:**

Product is out of warranty period  
Fault is caused by external damage including damage by heat, fluid ingress, extreme force and "Acts of God"  
No adequate fault report  
Serial No. is altered, defaced or removed  
Fault resulting from normal wear and tear.  
Improper or unauthorised alterations  
No Invoice or Proof of Purchase provided

**In cases where the item has failed in service and is found to be out of warranty on return to Mini Projector, a repair charge will apply.**

### **Warranty repair cost**

| Repair rates            |  |
|-------------------------|--|
| Warranty Repairs        | Free   |
| Assessment fee          | \$55.00  |
| Labour charge           | \$95.00 per hour, or part thereof (Min. Charge \$47.50) plus Parts |
| Urgent repair surcharge | \$50.00  |
| Return freight          | \$20.00 (Minimum)  |

Products that have been returned to the Mini Projector Technical Support Centre and are found to be fault-free may attract a service fee of \$55.00 ex GST. Goods within the warranty period that are found to have a fault, excluding faults which void warranty, are repaired or replaced by Mini Projector. **All prices ex GST**

Products that are not covered by a current product warranty, or returned to the Mini Projector Service Centre without prior diagnosis by Mini Projector Technical Support and found to be fault-free will be charged an assessment fee plus return freight.

### **Refunds**

Refunds cannot be processed by Mini Projector if the item was purchased from a reseller, retailer or other point of purchase. You must return to the point of purchase to request a refund subject to that seller's policies.

**MINI PROJECTOR**  
**PO Box 60, Dulwich Hill NSW 2203**  
[sales@miniprojector.com.au](mailto:sales@miniprojector.com.au)    [www.miniprojector.com.au](http://www.miniprojector.com.au)  
**Ph: +612 8015 6464    Mob: +61 434 341 808**  
**ABN: 11 688 258 446**

Call Reference Number\*

No:

**Details of Product being returned:**

|                  |  |
|------------------|--|
| Model / Type*:   |  |
| Serial Number*:  |  |
| Date Purchased*: |  |
| Purchased From*: |  |
| Invoice Number*: | <i>Copy of Invoice must be provided.</i> |

## Warranty Returns Report

Date\*: \_\_\_\_\_

**(Goods that are sent to Mini Projector without a Call Reference Number will not be accepted for warranty repair. Products that are returned to the Mini Projector Service Centre and are found to be fault-free may attract a service fee of \$35.00)**

\* *Indicates required field.*

Details of Fault / Reason for Return

Reason for Return\*: *(Please Circle) NOTE:*

DOA / 12 months Limited Warranty / Out of Warranty Repair / Credit Required / Repair Quotation Required

Nature of Problem: \_\_\_\_\_

\_\_\_\_\_

**Customer Details:**

|                 |  |           |  |
|-----------------|--|-----------|--|
| Company:        |  | Address:  |  |
| Contact Person: |  | Suburb:   |  |
| Phone:          |  | State:    |  |
| Email:          |  | Postcode: |  |

**OFFICE USE ONLY**

Condition of Item being returned:

|     |      |         |      |         |
|-----|------|---------|------|---------|
| New | Good | Average | Poor | Damaged |
|-----|------|---------|------|---------|

Comments:

Chargeable: YES / NO

For Out of Warranty Repair Charge:

Date: \_\_\_\_\_ Repair Charge inc GST: \$ \_\_\_\_\_ Accepted \_\_\_\_\_ .



**MINI PROJECTOR**

**PO Box 60, Dulwich Hill NSW 2203**

**[sales@miniprojector.com.au](mailto:sales@miniprojector.com.au)      [www.miniprojector.com.au](http://www.miniprojector.com.au)**

**Ph: +612 8015 6464      Mob: +61 434 341 808**

**ABN: 11 688 258 446**