

# TCL Air Conditioner Extended Warranty (“Promotion”) Terms and Conditions (“T&C’s”)

## 1. Promotion Overview

Customers who purchase a new TCL Multi Split, Split Wall Mounted or Ducted air conditioner (each a “Participating Product”) from an authorised Australian retailer or installer, and complete successful online registration within the required period, will be eligible to receive a 2-year extension to TCL’s standard 5-year manufacturer’s warranty—resulting in a total of 7 years warranty coverage.

This offer expressly excludes Portable Air Conditioners, Water Heaters, and any product that is second-hand, refurbished, or not supplied through authorised Australian channels.

*TCL reserves the right to update or amend these warranty terms and conditions from time to time, provided that any such changes will not affect customers who have already registered their product under the previous applicable terms*

## 2. Redemption Period

Period	Start (12:00 am AEST)	End (11:59 pm AEST)
Purchase / Installation Period	1 July 2025	1 July 2026
Registration (Redemption) Cut-off	1 July 2025	1 July 2026

Online registration must be completed within 30 days of installation or purchase. Late or incomplete claims will be deemed ineligible.

## 3. Eligibility

- 18 years + Australian residents only.
- The Participating Product must be **new, A-grade stock** bought from an authorised Australian retailer or installer and fully paid for within the Purchase Period.
- Excludes second-hand, refurbished, “seconds”, demonstration units, or products purchased outside Australia.

## 4. Participating Products

Range	Model Type	Inclusions	Exclusions
TCL Multi-Split Systems	Indoor + matching outdoor units	All capacities	–

<b>TCL Split Wall-Mounted Systems</b>	Indoor + matching outdoor units	All capacities	–
<b>TCL Ducted Systems</b>	Indoor + matching outdoor units	All capacities	-
<b>Portable Air-Conditioners</b>	-	–	<b>Excluded from this offer</b>

*\*Where eligible and excluded products are sold together, the extended warranty applies only to eligible products*

## 5. How to Claim the Extended Warranty

1. Install the Participating Product at an Australian residential or commercial address within the Purchase Period.
2. During the Redemption Period visit **[tcl.com/au/en/aircon7yearsextended](http://tcl.com/au/en/aircon7yearsextended)** and follow the prompts, ensuring to supply the following details:
  - full name, address, phone and email;
  - model serial numbers of both indoor and outdoor units;
  - clear copy of the tax invoice/receipt of purchase and/or installation.

## 6. Nature of the Extended Warranty

- The additional 2 years' cover is **subject to the same terms, limitations and exclusions** as the standard 5-year TCL air-conditioner warranty supplied with your product.
- The extended period begins immediately after the standard 5-year warranty expires.
- The standard warranty terms are available at [www.tcl.com/au/en/warranty](http://www.tcl.com/au/en/warranty) and will be provided upon request.

## 7. Warranty Exclusions (summary)

The extended warranty does **not** cover (full details in the product warranty booklet):

- misuse, neglect, incorrect installation or unauthorised repairs;
- consumables or accessories;
- cosmetic damage that does not affect performance;
- damage from power surges, vermin, weather events or improper environment;
- usage outside of human comfort purposes.

## 8. Governing Law & Dispute Resolution

These Terms are governed by the laws of the State of Victoria. Any disputes arising shall be subject to the exclusive jurisdiction of Melbourne Courts.

## 9. Force Majeure

- TCL shall not be held responsible for any delay or failure in performance resulting from events beyond its reasonable control, including but not limited to acts of God, natural disasters, cyberattacks, or regulatory changes.

## **10. Severability**

If any provision of these T&Cs is found invalid or unenforceable, the remaining provisions will remain in full force and effect.

## **11. Limitation of Liability**

Except as required by the ACL, TCL's liability under the extended warranty shall be limited to the repair or replacement of the product or part thereof

## **12. General**

1. These Terms & Conditions ("T&Cs") govern the extended warranty. Participation is deemed acceptance of them.
2. TCL may amend, suspend or cancel the warranty where permitted by law. Any changes will be posted on the TCL webpage.
3. TCL is not responsible for lost, late, ineligible or incomplete claims, or for technical issues that delay registration.
4. Nothing in these T&Cs limits any rights you may have under the Australian Consumer Law.
5. Personal information is collected for the purpose of administering this Promotion and warranty service, and will be handled in accordance with TCL's Privacy Policy available at [www.tcl.com/au/en/legal/privacy-notice](http://www.tcl.com/au/en/legal/privacy-notice).
6. These T&Cs are governed by the laws of Australia. Each party submits to the non-exclusive jurisdiction of either of the State and Federal courts.

## **13. Eligible Claimant Opt-In**

- Should an Eligible Claimant consent to receiving future information from TCL, via placing a tick in the 'opt in' box featured on the extended warranty webpage, information provided by the Eligible Claimant may be entered into a database and used by TCL, related entities and agencies engaged by TCL, for current and future promotional and marketing purposes without further reference or compensation to them.
- Should an Eligible Claimant who elects to opt in wish to opt out or access or update their information held by TCL at any time, they can contact TCL as per the details specified in TCL's privacy policy available at [www.tcl.com/au/en/legal/privacy-notice](http://www.tcl.com/au/en/legal/privacy-notice). TCL will not disclose any Personal Information to any entity outside of Australia.

## **14. Contact**

For enquiries please contact TCL Customer Care on **1300 738 149** or visit [www.tcl.com/au/en/support](http://www.tcl.com/au/en/support).