

# Free Delivery & Installation

So we can arrange the delivery & install of your new printer, we need some information from you.

## CUSTOMER INFORMATION

### Contact Information

Name \_\_\_\_\_ Phone: \_\_\_\_\_  
(daytime/mobile)

Business name \_\_\_\_\_

Street Address \_\_\_\_\_

Suburb \_\_\_\_\_ Town/City: \_\_\_\_\_

Email \_\_\_\_\_

### Delivery & Installation Information *Please tick your preference and choose **one** of the following options:*

- I'll take my printer with me now
- Please have the printer delivered to the installer prior to day of installation
- Please deliver my printer to the address listed above

### Recycling

Brother in conjunction with Recycling Group have made recycling easy and free for all customers. We can recycle your old printer\* and even recycle your ink/toner cartridges when they're empty. Let us know below if we can assist you with this.

- Please remove and recycle my old printer\* (the installer will do this on the day of installation).  
**Please specify your printer make and model:** \_\_\_\_\_
- Send me a Brother recycling bag for my ink/toner (put your old ink/toner inside and post it back to us)

## OTHER INFORMATION

### Current Operating System *(Please note, we only install and set up your new printer on one computer).*

Windows (e.g. Windows 10)
  32 bit
  Mac (e.g. Mac OS 10.14)
  64 bit

### Do you require:

Wired or Wireless (please circle)
  Network installation
  Fax installation

### Acceptance of Terms and Conditions

- I have read the Free Delivery & Installation Terms and Conditions
- I agree for Brother to follow up my Free Delivery & Installation via a quick email survey

Signature	Date (DD/MM/YYYY)
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<b>Customer</b>
Once you have completed the form, please take it into your retailer/reseller of choice.

<b>Retailer/Reseller Only</b>
Once you have completed the form, please scan and email this to <a href="mailto:SMBInstallations@brother.co.nz">SMBInstallations@brother.co.nz</a>

\*Excluding A3 copiers. Please see full terms and conditions on page 2.

RETAILER/RESELLER TO COMPLETE	
<b>Printer Information</b> (please note, this offer is only available on selected models)	
Model Code: _____	Serial Number: _____ (if available)
Model Code: _____	Serial Number: _____ (if available)
Model Code: _____	Serial Number: _____ (if available)
<b>Store Information</b>	
Store: _____	Store person: _____
Store Address: _____	
City: _____	

### Brother Free Delivery & Installation Promotion Terms and Conditions

**Defined Terms in this document:**

**Brother** means Brother International (NZ) Limited, 27 Matarawa Place, Tauriko Business Estate, Tauranga 3171; postal address PO BOX 248, Tauranga 3144.

**Eligible Product** means any machine that is identified in the Eligible Product Matrix and which has been purchased during the Promotional Period.

**Eligible Product Matrix** means the Brother Eligible Product matrix identifying each Eligible Product and relevant Promotional Period, located and accessible below.

**Installation Service** means the delivery and installation service offered through this Promotion, as more particularly set out in the paragraphs below headed 'Delivery' and 'Installation'.

**Participating Dealer** means an authorised Brother reseller who is participating in the Promotion in New Zealand.

**Promotion** means the Brother Free Delivery and Install Promotion offered pursuant to these terms and conditions.

**Promotional Period** means the period identified in the Eligible Product Matrix.

**Purchaser** means an individual that purchases an Eligible Product for this Promotion.

**Working Day** means any day other than a Saturday or Sunday or a New Zealand public holiday.

**Eligibility**

To be eligible to receive the Installation Service in connection with this Promotion, the Purchaser must:

- be a New Zealand resident; have purchased an Eligible Product from a Participating Dealer during the Promotional Period; and
- have proof of identity and proof of purchase to verify the above criteria.

Any rights or benefits to a Purchaser in connection with this Promotion are personal to the Purchaser and not capable of transfer or assignment. Only the Purchaser of an Eligible Product will be eligible to receive the Installation Service, in respect of that Eligible Product (and not any other Brother products).

**Eligible Product Matrix**

Eligible Product	Eligible Product Description	Free Delivery & Installation Promotional Period Availability
MFC-J6555DWXL	Colour Inkjet A3 Multi-Function Printer	Ongoing promotional offer*
MFC-J6955DW	Colour Inkjet A3 Multi-Function Printer	
HL-L8360CDW	Colour Laser A4 Printer	
MFC-L8390CDW	Colour Laser A4 Multi-Function Printer	
HL-L6415DW	Mono Laser A4 Printer	
MFC-L5915DW	Mono Laser A4 Multi-Function Printer	
MFC-L9570CDW	Colour Laser A4 Multi-Function Printer	
MFC-L6915DW	Mono Laser A4 Multi-Function Printer	
MFC-L9630CDN	Colour Laser A4 Multi-Function Printer	

\*Brother will advise, with 30 days notice, if an ongoing promotion will expire and adjust the status to reflect the new expiry date.

**Delivery**

The Purchaser and Participating Dealer will arrange the delivery method from the below options.

- Delivery of the Eligible Product, on a Working Day, to the Purchaser's chosen address.
- Delivery of the Eligible Product, on a Working Day, directly to the local, nominated Authorised Technical Service Provider and delivered at the same time as installation.
- Purchaser chooses to take the machine with them at the point of purchase. Brother will not subsidise/reimburse the cost of delivery.

**Recycling**

- Printer hardware recycling is available on like-for-like models compared to the replacement machine (size dimensions and weight) or at the discretion of the Installer.
- All Brother branded hardware will be recycled.
- A3 copiers are not eligible for recycling.
- Consumable recycling information and instructions may be viewed online.

**Installation, Setup & Training**

- The Installation Service must be requested within 4 weeks from the date of purchase of the Eligible Product by the Purchaser.
- The Installation Service may only be redeemed free of charge for deliveries to an address within 30 kilometres from an Authorised Brother Technical Service Provider. If the Purchaser's chosen address is outside of the 30-kilometre service area, Brother will advise the Purchaser of any additional travel costs prior to undertaking the Installation Service and the Purchaser will be required to pay such costs directly to the Authorised Technical Service Provider unless the Purchaser elects not to redeem the Installation Service.
- The Installation Service covers basic installation, on a Working Day, of Brother software and a device driver on a single computer and basic setup as covered in the Quick Setup Guide (Installation Service), which is included with any Eligible Product and otherwise is accessible at <https://support.brother.com/g/b/productsearch.aspx?c=nz&lang=en>
- The Installation Service includes the basic set up of date and time, fax, scan to email and basic training on how to use the machine (including scanning and faxing functions and entering one touch and speed dials).
- Network machines can be installed on the Purchaser's network if there is an existing infrastructure (including any cables required) to the satisfaction of the authorised Brother Technical Service Provider providing the Installation Service.
- The Installation Service does not cover:
  - any advanced setup and programming of the machine beyond basic instruction;
  - any additional software or infrastructure updates or changes; or
  - repairing and troubleshooting computer or operating system issues.

**General**

- In providing the Installation Service or (where applicable) Consumable Replenishment Programme, Brother is not responsible for any loss or damage caused by events, matters or circumstances beyond its reasonable control or any negligent conduct, or misuse, abuse, neglect or accident by the Purchaser or the Authorised Brother Technical Service Provider, or any failure of the machine or Installation Service due to network or power supply irregularities, and has no liability for any direct loss or damage incurred by the Purchaser arising out of the provision of the Installation Service or (where applicable) Consumable Replenishment Programme, except to the extent that such loss or damage is caused by Brother's negligent conduct (subject to the exclusion of certain direct losses as provided below).
- Brother will not be liable for any indirect loss or any direct loss of profit, loss of revenue, loss of use, loss of or corruption to data, or loss of anticipated savings, connected with the machine and provision of Installation Services or (where applicable) Consumable Replenishment Programme (whether in contract, tort, under statute or otherwise).
- To the maximum extent permitted by law, the Eligible Purchaser acknowledges that, subject to the rights of consumers under the Consumer Guarantees Act 1993, Brother makes no other warranties or representations (either express or implied by law) with respect to the Installation Services or (where applicable) Consumable Replenishment Programme.
- If the machine purchased is being used for business purposes, then the Purchaser acknowledges that the Consumer Guarantees Act will not apply to the purchase of the machine and/or the Installation Service or (where applicable) Consumable Replenishment Programme.
- Brother reserves the right to alter these terms and conditions at any time.
- This Promotion cannot be redeemed in conjunction with any other promotion, including any other free delivery and install, cashback promotion or rewards programme.
- Brother's decision on all matters related to the Promotion, including eligibility is final and is at Brother's sole discretion.

**Warranty**

- Brother 4-Year On-site Printer Warranty Scheme terms and conditions apply.

**Privacy Statement**

Brother will collect Purchaser's personal information in order to conduct the Promotion. Brother's privacy policy may be viewed online at <https://www.brother.co.nz/privacy-policy> Unless the Purchaser un-checks the appropriate box on the Free Delivery and Installation form, Brother may, for an indefinite period unless otherwise advised, use the personal information collected for promotional, marketing and publicity purposes including sending electronic messages or telephoning the Purchaser. Brother will hold any and all personal information of the Purchaser, in accordance with the provisions of the Privacy Act 2020. The Purchaser may direct any requests to access, update or correct their personal information to Brother.