



ABN 99 431 993 822

Last updated 31 August 2020

WARRANTY POLICY (“WARRANTY”)

1. Reload PC’s (our/we/us) goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This document, as amended from time to time, contains a contractual warranty that applies in addition to your rights under the Australian Consumer Law.

2. Upon our testing of the products, if the fault is determined as a major failure you can choose:

- an equivalent replacement (such as for refurbished parts no longer obtainable), or
- a refund to the value of the component determined by us.

If the fault is determined as a minor failure we will choose (at our discretion) to:

- repair the goods,
- replace the goods, or
- offer a refund.

3. Our prebuilt personal computer products (PCs) come built using a combination of new and used parts, with the condition of each part disclosed in our listings. We offer a six-month ‘parts and labour’ warranty (seller warranty) on used components of the computer, and a 2 year warranty on new components of the computer. For clarity, where a component that is identified as used on our website fails within 6 months of purchase, that part will be covered by our warranty. Labour warranty covers only the hardware and its original operating system/software that we installed, and does not cover any troubleshooting or repair for hardware or software not originally installed by us.

4. The seller warranty is provided solely by us. The warranty does not extend to damage caused to other computer devices/peripherals or software used in conjunction with the product sold by us.

5. Products sold by us are professionally assembled and installed; any damage caused to our products as a result of improper installations or any modifications made to our products after purchase are NOT covered under warranty.

6. We do NOT cover any software installation issues e.g. drivers or system software updates for any computer where we did not install the software originally. Should any warranty claims arise where software is at fault and such software is installed by you, standard charges will apply.

7. We are not responsible for any data loss; backing up of data is your responsibility. Where your storage component (e.g. hard drive or solid state drive) are to be replaced under warranty, Reload PC does not provide a backup or data recovery service. Storage components sent to us for warranty and identified with a fault are always replaced with a new/refurbished unit. Reload PC will provide you with a repair notice before accepting any repair and a refurbished product may be provided rather than repair, or refurbished parts are used in the repair of defective products.

8. Warranty will be rejected for any non-manufacturing defects, if the item is found to be mishandled, modified, tampered, abused, physically damaged, improperly installed and used, or damaged caused by power surges, electrical faults and lightning strikes. Products returned that show evidence of user induced damage, over clocking, tampering or modification, will be denied. This includes, but is not limited to, the following examples of evidence of user induced damage: improper installation of the CPU heat sink; scratches on motherboard; failure of fan/heat sink; broken or damaged parts; cutting of cables; or, the soldering of components.

9. In the event you must return a PC back to us for a warranty claim, please provide original packaging (if possible), or adequately safe packaging to protect the PC, as insufficient safe packaging will result in warranty being voided should any damage occur in transit.

10. A large percentage of warranty returns are tested to be without fault. In the event the product is not faulty, we reserve the right to charge a minimum service fee of \$50.00 per product for time spent on testing the product, and any shipping or handling costs will also be chargeable to you.

11. We will only be responsible for uncollected warranty products for a maximum period of 60 days. If you do not collect your goods within this time period we will dispose of the goods by following the disposing of uncollected goods policy of the Australian Consumer Law.

WARRANTY EXCLUSIONS

Warranty cover will not apply to:

1. Any product that has not been installed in accordance with the installation instruction supplied by the equipment manufacturer or damaged due to incorrect installation.
2. Any product that is repaired or altered by anyone other than a person authorised by us where a product disassembled or repaired in such a manner that performance or functionality is affected.
3. Any product that fails or is damaged as a result of improper storage, operation under abnormal conditions misuse, neglect, abuse, accident, act of God or maladjustment of consumer controls. Short circuiting the equipment will be considered misuse and will cause the product not to be covered by the warranty.
4. Accessories and consumable goods such as keyboard, mouse and joystick if they are a result of heavy use, or shows sign of normal wear and tear.
5. Any defect or damage caused by or resulting from the connection or attachment to the product that has not been approved by the manufacturer for connection or attachment to the product.
6. Defects or damage due to spills of liquid or other substances (water damage, dust, cigarette), excessive temperature or humidity and environmental conditions.
7. Aesthetic or surface damage or scratches to all plastic surfaces and other external parts damaged due to normal customer use.
8. Any cost of hardware or software removal or reinstallation. Removal of parts from a system if it's not bought as a system will attract labour charge.
9. Any product or part thereof which has suffered through alteration or defacement of the serial number or warranty seals as such where an unauthorised service personnel opening the product without permission from Reload PC.

CLAIMS AND CONTACT

Postal address

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Email address

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