

Warranty and Repair Costs

Brisbane Computer Recyclers Pty Ltd - Warranty Conditions:

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In the event you have a defective product or require repair service, please read the information below.

:: Brisbane Computer Recyclers offers warranties on Refurbished or New products from the original date of purchase when purchased from Brisbane Computer Recyclers. Please keep your sales receipt issued by us as verification of purchase date. Brisbane Computer Recyclers will repair or replace the defective product with an existing, comparable or compatible model. For further information, advice, questions or warranty claims, please contact Brisbane Computer Recyclers or email us under the "Contact" area of our web site. Please note: For all refurbished products, we reserve the right to use refurbished parts to replace defective parts or components when repairing your product. New items will be repaired by an authorized repairer nominated by the manufacturer. For limited Lifetime warranty please refer to limited Lifetime warranty for further clarification Go to 8.

:: Warranty Periods

All Refurbished items carry a 90 Day Return to base warranty ; All used items do not carry any warranty unless specified. New items carry manufacturer's warranty.

:: Warranty Return Procedure :

1. Return your product to Brisbane Computer Recyclers. Please include your sales receipt. You may nominate a person to act on your behalf provided that you notify us first. Brisbane Computer Recyclers will contact you within 24 Hours of receiving a repair. Any correspondence is between the hours of 9.00am to 5.00pm Monday to Friday not including public holidays or weekends.

2. Please make sure that the original sales receipt is with your product to be repaired. Any product returned without the sales receipt is not covered under warranty.

You are responsible for shipping charges to send the product back to Brisbane Computer Recyclers. Please choose a carrier that will insure and track the product. Brisbane Computer Recyclers is not responsible for packages lost in transit. Brisbane Computer Recyclers will pay all shipping charges to return the product back to the you, this is within Australia (does not include Islands surrounding Australia in our territorial waters) and to all capital cities. Brisbane Computer Recyclers estimates that it will take up to 48hrs to inspect your product after it is received. This does not include the shipping time, holidays or any delays due to catastrophe. If Brisbane Computer Recyclers deems the product defective, we will first try to repair the product. If we cannot repair it or if the repair cost exceeds the value of the product, Brisbane Computer Recyclers will replace it with an equal or greater value model as determined by Brisbane Computer Recyclers. If the product is outside the warranty period a fee will be charged for handling and or a quote of repair on the original owners request. If it is not repairable, a suitable item may be available at the owner's expense. Note : The item must be in original state in which it was sold, with no alterations including upgrades of ram /hard drives or software. We will not repair or replace the item until it is original.

:: Warranty Limitations :

Brisbane Computer Recyclers is not responsible for any costs, losses or damages incurred due to loss of use of the product. Brisbane Computer Recyclers will refuse any products shipped without a return authorization number issued by us.

:: Brisbane Computer Recyclers warranty does not cover the following :

- Damage caused by misuse, abuse, neglect or normal wear-and-tear.
- Damage caused during storage.
- Oxidized or rusted components, Internal or External hardware such as Port Replicators, AC Adapter Power Supplies, Internal case Power Supplies, Motherboards, CPU's, Fans, cables, optical drives, Ram or Hard drives, video or capture cards, network cards, dial up modem cards, any type of modem, case parts including case, Viewable screens, keyboards or mice. Printers any type of components that make up printers, Any type of computing item available for purchase.
- Damage resulting from waxes, including solvents, cleaners and polishes.

- Any type of impact damage resulting in cosmetic/top or external damage.
- Brisbane Computer Recyclers will not remove virus, malware, spam, or any web sites free. Cost for this \$105 per hour.
- We will not re-install Manufacturers software without an original COA Key, supplied by you as the owner.
- Note: The item must be in original state in which it was sold, with no alterations including upgrades of ram /hard drives or software. We will not repair or replace the item until it is original.

- Harddrive (SCSI, PATA or SATA):

If your pre - installed harddrive has failed under warranty (90 Days) we will not cover any expenses to recover your data or software after the item was sold to you by us, we do not back up software, it is your responsibility to save, write or store data on your own preferred method of storage. We will return your harddrive to its original state provided it is under warranty, The harddrive must be the exact model number, brand and serial number supplied by us at the time of sale.

- Installed Microsoft Windows Software on the Harddrive (Windows 98SE/ NT4.0/ 2000Pro/ XP Home + Professional/ Vista all/ Windows 7

If your pre - installed harddrive has failed we will return your harddrive to its original state provided it is under warranty, The harddrive must be the exact model number, brand and serial number supplied by us at the time of sale. Limitations: If we find that the as-sold harddrive is functioning correctly and we find that you (the owner) has tampered with software and the computer fails to boot to a Windows GUI, has a blue screen of death, any errors are indicated at any stage of the Windows boot sequence, any malware, spam or viruses are found on the Windows installed software, the warranty will not be honoured, If parts of the computer do not work because you have added hardware or tampered with the Pre - installed software, tried to install the drivers the warranty will not be honoured.

: Frequently Asked Questions!

1 .How do I contact Brisbane Computer Recyclers ?

Go to www.brisbanecomputerrecyclers.com.au and click on the contact link. There you can email us any question you may have or comments you would like to share.

2. How do I find Brisbane Computer Recyclers ?

www.brisbanecomputerrecyclers.com.au and follow the links We can be contacted 6 days a week within day time working hours on ph 07 32745993 or visit our warehouse at 3/49 Donaldson road Rocklea Queensland 4106

3 . How do I warranty Brisbane Computer Recyclers product as a consumer?

All warranties must be processed through Brisbane Computer Recyclers. If you need help finding Brisbane Computer Recyclers you can Phone, email or go to our web site at,

<http://www.brisbanecomputerrecyclers.com.au/>

4. What will happen if I just send my product to you without phoning or emailing first ?

Your product will be refused.

5. What is not covered in Brisbane Computer Recyclers warranty policy ?

Brisbane Computer Recyclers is not responsible for any costs, losses or damages incurred whilst the product is in transit, including any data which may be on the harddrive or software included with the repair return.

Brisbane Computer Recyclers will refuse any products shipped without a return authorization number issued by us.

6. Who pays for shipping and how long will it take ?

You the consumer are responsible for all shipping charges to send the product back to Brisbane Computer Recyclers. Brisbane Computer Recyclers will pay all shipping charges to return the product back to the original owner after the item is repaired or replaced by us. Warranty returns sent to Brisbane Computer Recyclers will be return shipped back to you by the most cost effective way by Australia Post or by Couriers please at Brisbane Computer Recyclers expense - which ever is the cost effective method. Brisbane Computer Recyclers estimates it will take up to 48 hours to inspect your product after it is received. This does not include the shipping time,

holidays or any delays due to catastrophe.

7. What if I lost my proof of purchase or receipt ?

It is your responsibility to make sure that you keep your warranty or proof of purchase receipt in a safe place. If you lose your receipt we may charge for our time to replace. This may take up to 5 days depending on how busy we are.

8. What does "Limited Lifetime Warranty" mean ?

Limited Lifetime Warranty means that your product will be free of defects for the life of the product. This does not mean the product will last your lifetime. Lifetime of a product is determined by the amount of use, care and proper application. As products are used they show signs of wear. Wear-and-tear is not covered under Lifetime Warranty.

9. Can I order products direct from Brisbane Computer Recyclers as a consumer ? Yes we accept phone orders and we can deliver in the Brisbane Metro area. You, as the customer will pay for this service. We accept Visa, MasterCard, direct deposit or cash.

10 . Does Brisbane Computer Recyclers have a repair facility?

Yes - we are able to repair most brands or associated products. We do not repair products in the manufacturers warranty period. We are not an authorized service agent. Please click on email link in the contact us and email us with any questions you may have.

11. Brisbane Computer Recyclers does not sell or repair out side of Australia.

12. Warranty conditions are the sole property of Brisbane Computer Recyclers and cannot be copied in whole or part or be displayed on any other Web site, signage or Document.

13. The warranty attached to our products, sold by us is not transferable to a new owner. Once the item changes ownership

the warranty is void.

Definitions

1. RTB - Return to Base

2. Limited Lifetime Warranty Refer 8. Limited Lifetime Warranty

3.

Out of Warranty Repair Costs

1. Hourly Desktop repair in \$105 per hour, does not include parts.

2. Windows XP Software Re-Install or Windows 7 Re-Install \$160, does not include back-up of software. YOU MUST HAVE A LEGAL MICROSOFT LICENCE KEY ATTACHED

3. Repair Quote \$50 Flat

4. Data Back up, make a bootable Ghost disk of IDE or SATA Harddrive to a maximum of 4 x 4gb DVD's \$210 for the first 2 hours and \$70 there after providing that the harddrive is functioning correctly to manufacturers specifications.

4. SCSI Harddrive back-up is not available.

Laptop Repairs

1. We do not do physical repairs on laptops

2. We will Replace harddrives and Re-Load the software - Cost:: Windows XP/ 7 Software Re-Install \$160 plus the cost of the harddrive, does not include backing up of software or re-loading of any private data.