


## Compucon System Standard Warranty

Your computer system is an investment in your future. Thank you for choosing **Compucon – Quality Made for You.**

 If the type on this page is too small to read, you can find a larger-type version on our website.

**Introduction:** At Compucon, we take care in component selection and system assembly, but faults occasionally occur and we strive to offer an efficient repair service for the life of your computer. We undertake to provide certain repairs for free during the initial **12 months** of ownership. We aim at the best possible user experience, but there are reasonable limits to the services that can be provided at no cost, as detailed below.

Your **Compucon System** is guaranteed against defects in materials and workmanship, under normal use, subject to the details recorded in the **Compucon System Warranty Registration Form** and the **CONDITIONS** below, for a period of **12 months** from the Date of Purchase. If the System or part thereof proves defective within this period, it will be repaired free of charge on the basis of a **Return-to-Base ("RTB") Warranty**: the cost of delivering items to Compucon is **payable by the purchaser**, whilst repaired items will be returned to you at **Compucon's** expense.

**Need to make a warranty claim?** Your **Compucon Dealer** is a helpful service and support partner, and will assist with warranty claims.

→ If possible, please **contact them first** if repairs seem necessary. Your purchase record(s) should include their contact details.

**Legal advisory:** Our 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.

### CONDITIONS

1. This Warranty applies only to the complete **Compucon System** sold by an authorized dealer comprising a minimum of motherboard, add-on card(s), memory chip(s), hard drive(s), keyboard, mouse and monitor as stated in the **Warranty Registration Form**.
2. This warranty will only be valid if your **Compucon System** bears an unbroken and unaltered **Warranty Label** and a verifiable **Serial Number**.
3. This Warranty does not apply to parts and peripherals not purchased at the same time as the above system.
4. This Warranty does not apply to peripherals such as (but not limited to) printers, digitizers, scanners and backup storage devices purchased either at the same time as purchase of the system or otherwise.
5. This Warranty is personal to the first purchaser of the system only and is non-transferable unless specifically approved by **Compucon**.
6. **This Warranty does not cover the following:**
  - 6.1 Defects or degeneration arising as a result of normal use and reasonable wear and tear.
  - 6.2 Damage caused by operation of the system not in accordance with the applicable instruction manual(s) or accepted operating procedure.
  - 6.3 Damage caused by misuse, wilful, malicious or negligent handling or operation of the equipment including damage caused by unauthorized persons.
  - 6.4 Damage caused in transit.
  - 6.5 Accidental damage.
  - 6.6 Damage caused by fluctuations in the power supply to the equipment.
  - 6.7 Customer has installed additional parts or changed the system configuration.
  - 6.8 Damage caused by operation in detrimental environmental conditions including dust, loose fibres, extreme temperatures and restricted airflow.  
**It is the responsibility of the customer to ensure adequate cooling and protection from dust, carpet fibres and other airborne pollutants.**

7. Repairs may result in the loss of any user-generated data. **It is the responsibility of the customer to backup** all important information stored within the computer system. **Compucon is not responsible for loss of personal data.**

#### **PRIVACY OF INFORMATION in Computer Storage:**

If a computer is submitted for repair and contains private data on any storage device (e.g. hard drives), **Compucon** and its service agents can not be held responsible for protecting the privacy of information unless specifically arranged (*such services may be charged for, irrespective of any hardware fault*). Faulty devices may be returned to suppliers, resulting in potential loss or disclosure of personal data. We recommend the backup of all data and erasure of any sensitive, personal and/or confidential information prior to removal of such equipment from private premises. Erased data is potentially recoverable unless thorough data deletion technology is used. Where data is especially confidential, users may request return or destruction of replaced storage devices (*at user's expense*).

8. The cover provided by this Warranty shall cease to apply in the event that any repairs or maintenance are carried out on the system by persons not authorized by **Compucon**.
9. This Warranty shall cease to apply in the event the system or any part thereof returned for repair is not in its original specification.
10. Liability under this Warranty shall in no event exceed the purchase price of the system. No liability expressed or implied in the contract of tort is accepted for any consequential loss caused by the failure of the equipment including but not limited to the loss of data or program(s).
11. In the event that goods are forwarded for Warranty repair but are found not to be sold by **Compucon** or are not defective, a handling charge will be payable prior to return.
12. The benefits conferred by this Warranty are in addition to all other rights and remedies which the Consumer has under any applicable consumer protection legislation in the country in which the system is sold.
13. Parts of the system may be replaced by refurbished parts of the same type rather than being repaired.

### **Extended Warranties (if applicable)**

- Please see the **Coverit™ EXTENDED WARRANTY SERVICE AGREEMENT** for details of any Extended Warranty on your Compucon System, including **WHAT IS NOT COVERED BY THIS EXTENDED WARRANTY SERVICE AGREEMENT**. All warranty services **provided by Coverit** are governed by the **Extended Warranty** and **not the Compucon System Standard Warranty ("RTB") detailed above**. (Warranty services **excluded by Coverit** may be provided directly by Compucon during the period of the **Compucon System Standard Warranty**.)
- Please see **separate documentation** for details of any Extended Warranty on Monitors or other Peripheral equipment.

### **Compucon System 3 Years On-Site Warranty (if applicable)**

- Please see the **Compucon System 3 Years On-Site Warranty**. It is provided **in addition to this Compucon System Standard Warranty**. Please read both warranty documents: there are differences in the warranty service, terms and exclusions.