Bluechip Infotech Pty Ltd
ABN 32 076 483 808

Bluechip Infotech Warranty Policy *(As of 21st September 2011)*

1. Bluechip Infotech Pty. Ltd. (BCIT) will replace/repair goods that are returned faulty under warranty. However under no circumstances will we accept any goods damaged due to transit or misuse.
2. Warranty claim items must show invoice number and will be replaced with the same accessories as sent. RA claim items must be returned and received by Bluechip before the warranty date is expired. All goods must be returned within 7 days of issue of the DOA/RA reference number.
3. Warranties are to be returned to Bluechip at the customers expense and must be accompanied by a packing list (for multiple goods, a copy of completed and signed RA form, a copy of the proof of purchase) and mark clearly the RA number on the outside of the box. All returned goods must be delivered in anti-static bags and protected by suitable packaging. Failure to do so will result in the return of goods to the customer at the customer's expense, without being repaired/replaced and the warranty voided.
4. Warranty replacement items will not be issued until the faulty unit has been returned. Delays can be expected on replacement if stock is not available at the time of return.
5. Warranty service does not cover any software/firmware setting problem or any other problem caused by any part not purchased at Bluechip IT, if client requires such service A$80 per-hour fee will be applied.
6. A labor fee of A$80 per-hour + parts (minimum A$40) unless still under warranty, and/or a standard fee of A$15 (per item), A$80 (per system) applies on all hardware tested by Bluechip which is found not faulty.
7. Bluechip Infotech will not be responsible for any loss (such as loss of data from the HDD, etc) caused during the service time. BCIT will cover the one-way freight to our direct customer under warranty but will not be responsible for any loss or damage during transportation.

Bluechip Infotech Warranty Process *(As of 21st September 2011)*

1. Either fill in the on-line RA request form or print, complete and fax the downloadable PDF form to (02) 8745 8499.
2. Once this is received by Bluechip Infotech a member of our RA department will issue you with a RA number.
3. Once the RA number is received ship goods back to Bluechip Infotech with RA number clearly marketed on the outside of the carton(s).
4. This return will then be processed and the goods will either be returned or credited.

THE DISTRIBUTOR WITH INSIGHT

Bluechip Infotech Pty Ltd
Repair Notice

Please be advised that as of July 1st 2011 we are required under Australian Consumer Law to provide you with the following information prior to accepting your product for repair.

1. Loss of Stored Data

The repair of goods capable of retaining **user-generated data** may result in the loss of data stored on those goods.

In this notice, **"user-generated data"** means any data stored on goods including customised programming and data stored on computers, notebooks, monitors, tablets and mobile phones.

2. Use of Refurbished Parts

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

As part of our normal repair process, **we will restore all products to their factory default settings**, and this will result in the loss of all personal data and configurations.

For more details, please visit the ACCC website at
http://www.accc.gov.au/content/index.phtml/itemId/996739.