

ADVANCE REPLACEMENT REQUEST FORM



Please (complete and fax to (02)	8745-8495 (RA Division) with the pro	oof of purchase to obtain an	advance replacement.	Phone: Fax:	02 8745-8400 02 8745-8495
Company Name:		Contact Name:	Date:			
Phone:		Fax:	Email:			
Acc#	RA#		Your address:			
ITEM	PART NO.	MODEL & DESCRIPTION	SERIAL NO.	FAILURE DESCRIP	TION	BCIT INV
1						
Advano	e Replacement Warrant	y (ARW) Service Terms & Condition	ns (valid from 1 st July 2012)			
1.	Bluechin Infotech Ptv Ltd	(BCIT) will advance replace a ONAP n	roduct if and only if it has been	n purchased with an ARW		
 Bluechip Infotech Pty. Ltd (BCIT) will advance replace a QNAP product if and only if it has been purchased with an ARW. The replacement unit will be invoiced to your account and a credit will not be issued until the faulty unit has been returned to us and it has been diagnose. 						agnosed to be
	faulty.					
3.	Under <u>no</u> circumstances will BCIT accept any goods that are damaged due to <u>transit</u> or <u>misuse</u> . In these cases BCIT will not issue a credit and the unit will be					
	returned to you at your cost.					
4.	Within 48hrs BCIT will contact you to organise to have the faulty unit picked up. One attempt will be made by the courier. If a pickup is deemed futile it will be the					
	client's responsibility to return the faulty item.					
5.	Delays can be expected on replacements if a stock is not available at the time of request. However, every endeavour will be made to dispatch within 24 hours.					
6.	In the event of an item requiring a non-warranty repair the following costs will apply: AU\$120.00 per hour or part thereof + parts.					
7.	Please ensure that no hard drives are sent with the QNAP – only the accessories, cables and other parts that were with the original packaging. BCIT will cover the one-way freight to our direct customer under warranty, but not be responsible for any loss or damage during the transportation.					
8.	The advance replacement will be a refurbished unit. All care will be taken to make sure it is in its original condition.					
9.	BCIT will not be responsible for any losses (such as lost data in the HDD, etc.) caused during the service time.					
10.	ARW purchased on credit card or cash requires payment before the Advance Replacement is shipped. On the return of the faulty unit the payment will be reversed.					
I,		owledge that I have read the above te			Pty Ltd A.C.N.	076 483 808
A.B.N.	32 076 483 808 the autho	ority to conduct a service of my equip	oment in accordance with th	iem.		
			Customer Signature	X	Dat	te / /



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.