

# Warranty and Returns

## Contact Us First

If you're unsure if the goods are faulty please contact our service department before bringing or sending the goods back. Our team may be able to resolve your issue without actually needing to return the goods.

Every product comes with a different manufacturer warranty duration, these warranty durations are strictly enforced on My Computer Mate by our suppliers and we are obliged to pass on this enforcement. We strongly recommend contacting My Computer Mate as soon as you establish you have a faulty product.

## Components and Pre Built Computers (including Notebooks and Tablets)

If you purchased individual components to build a computer yourself it is your responsibility to diagnose which component is faulty and return the faulty component. If you would like My Computer Mate to test each component and determine why the computer you built is not working on your behalf that is separate to any potential warranty claim and is billable work. If you want a computer with a full system warranty we highly recommend having My Computer Mate test and build your computer.

## My Computer Mate Custom Built Computer Systems

My Computer Mate is proud of the excellent reputation our custom built systems have and we stand behind our products 100%. We will endeavour to resolve faults with your My Computer Mate Computer System promptly upon return to us. Most issues with our custom built computers can be resolved within a few days.

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## Damage and Modification of Goods

There is no warranty on components or computer systems that have been damaged, used for uses outside its intended purpose, beyond its recommended parameters or specifications or modified where that modification has the potential to affect the performance or reliability of the product or impedes on the integrity of the product or where warranty seals have been breached.

## Refunds

Once a refund has been approved we will provide that money to you as soon as possible. Generally speaking we will always refund using the same payment method as the goods were originally paid for. In some circumstances this is not possible and in these circumstances My Computer Mate will provide a refund by bank transfer to an Australian bank account. Our commitment is to provide you with your refund within 7 days of the refund being approved, generally it occurs much quicker than that.

## Faulty products where you are not the original purchaser

The warranty provided by My Computer Mate with our products is part of the contract of sale between My Computer Mate and original purchaser. If you have a faulty product which you purchased from a person or business other than My Computer Mate Computers you do not have a warranty with My Computer Mate for those products, you must return your faulty product to the person or business you purchased it from. They in turn can return the product to My Computer Mate. Alternatively many manufacturers will accept your return directly, negating the need to deal with the person or business you purchased the product from or My Computer Mate.

## **Australian Consumer Law**

The Australian Consumer Law (ACL) protects consumers by giving them certain guaranteed rights when they buy goods and services. For example, the Law requires that goods must be free of defects, and do what they are meant to do. Services must be carried out with care and skill. These rights, which the Law says automatically apply whenever goods or services are supplied to a consumer, are called 'Consumer Guarantees'. Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for 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 failure does not amount to a major failure. Consumer Guarantees have no set time limit – depending on the price and quality of goods, consumers may be entitled to a remedy after any manufacturers' warranty has expired.

## **My Computer Mate Computers Trading Terms and Conditions and Privacy Policy**

### **Definitions:**

**My Computer Mate Computers**, This is the dealer in which you are purchasing from (My Computer Mate Computers Pty Ltd Trading As My Computer Mate computers ABN 48 051 046 596)

**Customer**, This is the person or company in which is purchasing a product or service from My Computer Mate Computers

By purchasing from My Computer Mate Computers, you are acknowledging that you have read, understood, and agree to be bound by our terms and conditions as set out below.

### **Privacy Policy:**

All information submitted to us is private and confidential and not shared with any third party. Unless we're presented with a court order, your information will not be released or sold to any other person.

### **Payment Methods:**

My Computer Mate Computers accepts Direct Deposit, Money Order, Visa, MasterCard to pay for goods or services. All credit card orders are subject to verification and approval. Credit cards are not charged until the order has been processed unless the order is not a stocked item (special order). Orders paid for by Direct Deposit will not be processed or shipped until the funds transfer has been fully verified.

**Pricing Policy:**

Prices are set at the time of purchase and are subject to change without any notice. We reserve the right to not honour typographical errors on prices.

**Acceptance of orders:**

My Computer Mate Computers reserves the right to refuse or cancel an order at any time, for any reason. In addition, an automated electronic order confirmation does not indicate acceptance of an order.

**Limitation of Liability:**

All products sold are to be used at your own risk. Under no circumstances is My Computer Mate Computers liable for the following:

- (1) Third party claims against you for damages,
- (2) Loss of, or damage to your records, data, or any type of hardware/equipment,
- (3) Economic consequential damages (including lost profits, lost data, or lost savings), or incidental damages even if we are aware of the possibility.
- (4) Any consequential damages. Consequential damages is defined as any damage which is a consequence of using this product or our website (data loss; hardware loss; or economic losses like profit loss, customer loss, or time loss).

My Computer Mate Computers liability is limited to the cost of the product purchased from us. All of the products that we sell are to be used at your own risk and we are in no way liable for any loss, damage or injuries suffered from poor installation or use.

Once shipped, goods become the responsibility of the customer which then has consumer rights to the goods being delivered by the carrier.

**Warranty:**

All products purchased from My Computer Mate Computers come with a 12 month warranty against manufacturer defects starting from the receipt or invoice date, and the warranty only applies to the original purchaser. Consumables are exempt from this warranty and can only be returned if a defect is found.

Our warranty does not apply to any item that has been modified, overclocked, abused, or mis-used. Products are not warranted as to compatibility with your current components in regards to use, fit, or utility. The consumer is responsible for making sure that the parts ordered from My Computer Mate Computers will be compatible with their system (e.g correct heatsink for your CPU).

The customer is solely responsible for shipping any returned product back to My Computer Mate Computers in the same way it was delivered to them. Customers must ship the item back to My Computer Mate Computers using a reputable carrier that is capable of providing proof of delivery and insurance for the entire value of the

shipment. The customer bears all cost of shipping charges and all risk of loss in transit to My Computer Mate Computers

Please include your original invoice number and contact details, a description of the problem, and any other information you think might be related.

Adequately pack the product for shipment to us. Do not ship the product back to us using only the original retail box the product came in. We will reject any package sent to us like that. Pack it well - any damage caused to the product due to poor packaging or shipping choice is your responsibility and we will not replace or repair the product under warranty. In cases of returns for refunds/credits you must include a copy of the original receipt.

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#### **Returns:**

Customers can return non-defective products for a full refund, provided the item is back at My Computer Mate Computers within 3 days. This is conditional on that the product is returned in "as new" condition, in its original undamaged packaging, and unopened if sealed by the manufacturer. Shipping charges are not refundable. Refund amounts will be based on the currently listed price on our website, or the invoice - whichever is lower. Special order items, will only be refunded after the manufacturer or distributor has approved the item for return.

The customer is solely responsible for shipping any returned product back to My Computer Mate Computers. Customers must ship the item back to My Computer Mate Computers using a reputable carrier that is capable of providing proof of delivery and insurance for the entire value of the shipment. The customer bears all cost of shipping charges and all risk of loss in transit to My Computer Mate Computers. The customer agrees that the returned product will be 100% complete, in re-saleable condition, and will be complete with original packaging, manuals, etc. If any of the listed requirements are not fulfilled, My Computer Mate Computers reserve the right to reject the refund.

#### **Shortages:**

Please inspect the contents of your shipment carefully upon your receipt of it. You have fourteen (14) days after confirmed delivery to report any shortages in the shipment. We will not accept any responsibility, or offer any options after those fourteen days have passed.

**Damage in transit:**

Please inspect the contents of your shipment carefully upon your receipt of it. You have fourteen (14) days after confirmed delivery to report any items that have arrived damaged or broken in transit. We will not accept any responsibility, or offer any options after those fourteen days have passed.

For more information please email: [sales@mycomputermate.com.au](mailto:sales@mycomputermate.com.au)