

Warranty Statement and Terms and Conditions

YOUR RENEWED PC

Your Renewed PC is a pre-owned unit, which has undergone a rigorous reconditioning process to comply with the standards required by the Microsoft Refurbisher Program. For more information about the program, see <http://www.microsoft.com/refurbishedpcs/>.

Your Renewed PC is fully functional but may contain refurbished parts, components or materials and technology that are a few years old. Your Renewed PC may also have minor cosmetic imperfections, such as scratches and marks.

TECHNICAL SUPPORT

Your Renewed PC comes with TELEPHONE TECHNICAL SUPPORT for 12 months commencing on the Start Date specified above (being the date of dispatch).

Our technical support is limited to hardware-related issues and problems. We are unable to provide technical support for software-related issues, issues you may have connecting your Renewed PC to the Internet or a printer or any other non-hardware-related issues with your Renewed PC. If you have issues with your software or Internet connection, you should contact your software supplier or internet service provider.

If you have a hardware problem, please ensure that you have followed our "Setting Up Your Personal Computer" instruction sheet provided with your Renewed PC before calling our technical support telephone line.

If you have a technical support enquiry, please telephone us on 1300 594 636. Our technical support line is available from Monday to Friday (excluding public holidays) 8:30am to 4:30pm.

WARRANTY

Your Renewed PC and/or accessories come with a 12 months back-to-base HARDWARE WARRANTY which commences on the Start Date specified above (being the date of dispatch). The warranty covers defects in materials and workmanship under normal use and does not apply:

- to cosmetic damage or imperfections, such as scratches, marks, dents and discolouration;
- to damage caused by accessories, peripherals or other products not provided by us;
- to damage caused by a power surge or a disaster such as fire, flood, wind, earthquake, or lightning;
- to malicious damage or damage arising from accident, abuse, modification, abnormal use or misuse;

Warranty Statement and Terms and Conditions

- to damage arising from improper installation, maintenance or service;
- to damage caused by using of your Renewed PC or accessories for purposes other than their intended use;
- to damage caused during delivery of your Renewed PC or transit (unless the delivery was arranged by us); or
- to damage caused by failing to provide a suitable installation or operating environment for your Renewed PC or accessories.

Your warranty will be voided if the security seal on your Renewed PC is broken, tampered with or removed.

It is your responsibility as the purchaser to return any defective PC or accessories to us within the warranty period. We do not have any obligation to repair, replace or refund unless the defective product is returned to us within the warranty period.

REFUND POLICY

If you have purchased a Renewed PC package and/or accessories for personal, domestic or household use, we are required by law to ensure that the goods we sell you:

- are of merchantable quality, having regard to the fact that your Renewed PC is a pre-owned unit which may contain refurbished parts, components or materials and may have minor cosmetic imperfections; and
- are reasonably fit for the purpose for which computers and computer accessories are commonly bought.

If your Renewed PC or accessories do not fulfil these conditions and were purchased for personal, domestic or household use, you may be entitled to a refund upon returning the faulty goods to us. However, your right to obtain a refund from us will be lost if:

- you are unable to provide proof of purchase;
- the goods have been damaged by abnormal use;
- you knew about the faults at the time of purchase;
- you examined goods before buying them and should have become aware of the fault at that time; or
- you fail to return the goods to us within a reasonable time of purchase.

We do not provide refunds on PCs or accessories in any circumstances other than the above, including where you have changed your mind about your purchase or if you no longer require the goods.

Warranty Statement and Terms and Conditions

LIMITATION OF LIABILITY

We are not responsible for any loss of, damage to or corruption of data, including where such loss has resulted from a defect with your Renewed PC that is covered by our warranty provided with your Renewed PC. It is your responsibility to back up your data and other files regularly.

To the extent permitted by law, and except for defects in materials and workmanship under normal use, we are not liable to you for any direct or consequential loss, damage or liability arising out of or in connection with your Renewed PC, including loss of profits.

If you have a technical support or warranty enquiry please contact us on 1300 594 636 and quote your invoice number.

Our hours of operation are Monday to Friday (excluding public holidays) 8:30am to 4:30pm.

Renewable Recyclers and Renewed PC are registered business names of Psychiatric Rehabilitation Australia ABN 66 001 280 628. Renewed PC is the computer refurbishment arm of Renewable Recyclers.