



## **RETURN OF NON-FAULTY ITEMS**

Please note that for items found to be not faulty, customers will be responsible for payment of a non-faulty goods testing labour charge of \$22 and the return courier fee as per our Terms and Conditions detailed on our Order form and on the reverse of your Tax Invoice.

## **RETURN OF ASSEMBLED SYSTEMS PURCHASED WITHOUT ON-SITE WARRANTY**

If you purchase a full system from us without onsite warranty, it includes only full assembly & stress testing with software installation by our technicians but does not include any labour warranty. Each component is covered by its own Manufacturer Warranty, however you will need to diagnose which part of the system is faulty and return only the faulty item to us. If you require our technicians to troubleshoot the system for you, a labour charge of \$33 for the first half hour and \$50 every hour afterwards will apply. For details, see Terms and Condition on the Returns page and our Return Authorisation form which you can download from the same page. The above is not applicable for systems ordered with On-Site Warranties.

## **CONDITIONS OF WARRANTY AND RETURNS POLICY**

1. Friction Pre-configured Computer Systems come with a standard 1 year Nationwide On-site Warranty by Coverit. 3 Years Nationwide On-Site Extended warranty is also available on systems. Warranty does not cover for system errors or damage caused by viruses. These warranties are not applicable to Basic and Part Assembled Systems.
2. All component parts are covered by Friction for a 1-year parts limited manufacturer warranty unless specified otherwise by Friction.
3. Bright or dead pixels on LCD Monitors do not automatically mean that the TFT is faulty or DOA unless the model purchased is specified by Friction to come with a zero dead pixel warranty.
4. Many goods including, but not limited to, most monitors, printers and component parts are covered by "direct" manufacturers' warranties. Any claims in these circumstances cannot be handled by Friction and the customer must contact the manufacturer or its agent for warranty claims.
5. Any goods returned for repair found by Friction to be free of faults or goods with physical damage or damage caused by improper use are not covered by warranty. The customer shall be liable for a handling and service fee of \$22.00 for components or \$33.00 (incl GST) Base Fee (30mins) + \$50.00/hour thereafter, including shipping costs if applicable.
6. No warranty claims will be accepted without a proof of purchase provided by the customer. The invoice is to be presented for any claims, and labour will be charged if goods are found by Friction not to be free of faults.
7. Any unauthorised returned goods will not be accepted and will be sent back at customer's cost. Goods under warranty must be transported to Friction at the customer's cost and returned in their original packaging.
8. For all returned items including Dead on Arrival (DOA items) – the full set of accessories including the manuals, driver CD's, all cables, original packing materials, etc must be returned together with the unit. If not restocking fees may apply.
9. Friction will not accept, refund or replace any damaged goods caused by overclocking, (operating goods beyond their specifications), misuse or improper handling.
10. Customers who choose to overclock any equipment do so at entirely their own risk and accept that by doing so they have voided all warranties.
11. Failure of equipment to overclock will not be accepted as any basis for a claim for faulty goods.
12. Repairs or replacements under the terms of warranty do not give rights to extensions or a new beginning of the warranty period and the remainder of the original warranty will apply. Repairs or replacements may be carried out with functionally equivalent reconditioned parts.
13. Friction takes all due care in servicing all goods, however Friction accepts no liability whatsoever for any form of damage or loss of the aforementioned goods arising during servicing. Friction will not be responsible for any loss of data in any form and it is the responsibility of the Customer to backup all data before bringing any goods to Friction for servicing.
14. Warranty is not transferable. Warranty will be voided if goods are found by Friction to have any physical damage, unclear barcode labels, burnt-out chipsets or components due to inappropriate customer handling and use after labels are removed.
15. RMA policy on warranty provided by Friction are limited to those provided by the manufacturer in its RMA Policy.
16. Intel and AMD CPU Warranty claims' returns must include the fan/heatsink or warranty will become void.
17. Warranty does not cover damage to other equipment used in conjunction with goods supplied by Friction.
18. Warranty does not cover damage caused by power surges, or any acts of God.
19. In the case of goods that are returned in a damaged condition, Friction reserves the right, in its discretion, to declare the goods "Beyond Repair". Friction will replace the goods, at the customer's cost, with new goods with applicable new warranties. In the event that parts are salvaged from the damaged goods and used in the new goods, whatever warranty remains on those salvaged parts will apply.
20. Customers who have warranted items, which are no longer available, will be offered an equivalent product or the choice to upgrade at Friction's discretion.
21. Under no circumstance can opened software be returned.