

## **Warranty, Repairs and Returns Policy**

In this policy, “Zentech” refers to EAH Family Trust T/AS Zentech Information Technology ABN 26 572 387 338. Your purchase of goods and products from Zentech is subject to the following Warranty and Returns Policy.

Zentech reserves the right to amend this Policy at any time and your purchase of goods and products from Zentech will represent your agreement to the terms of this Policy as amended. Zentech therefore recommends that each time you purchase products from Zentech you read this Policy.

Goods sold by Zentech come with guarantees that cannot be excluded under the Australian Consumer Law.

If you are a consumer as defined under the Australian Consumer Law:

- 1) You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.
- 2) You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This policy does not limit or replace your rights under the Australian Consumer Law.

### **Defective Goods**

When a product sold by Zentech becomes defective within 12 months of purchase Zentech will assist you to process your warranty with the manufacturer.

You have the right to approach the manufacturer directly to process your warranty and this will often result in a faster resolution time.

Zentech strongly recommends confirming with the manufacturer that there is a fault with your goods.

Zentech may test goods which are returned as defective. If no fault is found with the goods, Zentech may charge you a testing fee and will return the goods to you at your expense.

If goods are sent to the manufacturer or their authorised representative for testing and no fault is found with the goods, Zentech may charge you for the cost of shipping the goods to and from the manufacturer and may pass on to you any other costs charged by the manufacturer.

### **Change of Mind**

Zentech does not accept return of goods where you have changed your mind.

### **Dead on Arrival Returns**

Goods are deemed to be Dead on Arrival (DOA) when they fail to operate within 10 days of being received by you.

You must notify us of DOA goods within 5 days of becoming aware of the fault.

Goods which are found to be DOA will be repaired, refunded or replaced at the sole discretion of Zentech.

Goods being returned as DOA should be returned in original packaging with all parts and accessories as provided at the time of delivery.

## **Returns Procedure**

Before any goods are returned a Return Material Authorisation (RMA) number must be obtained from Zentech. Goods returned without a valid RMA number will be rejected and returned to you at your expense.

To initiate a return, send an email to [supportdesk@zentech.com.au](mailto:supportdesk@zentech.com.au) to obtain an RMA application form. Complete the RMA application form entirely and return the form via reply email.

After Zentech has received and processed your RMA application form, an RMA number will be assigned to your case. This number must be clearly identifiable on all goods returned.

Some goods may be returnable to Zentech while other goods may be returnable directly to the manufacturer or their authorised distributor. Zentech will identify to you the delivery address of your return shipment after processing your RMA application form.

You are responsible for any shipping and insurance costs associated with the return of goods.

Zentech accepts no responsibility for loss or damage of goods in transit. You must ensure that goods are packed appropriately to prevent damage, and that adequate insurance is purchased for goods being shipped.

You must provide Zentech a copy of the proof of return delivery if it is requested.

## **Upgrades/Repairs and Parts Removed**

When a product sold by Zentech is a part that Zentech uses to upgrade or repair a system, the removed part becomes the property of Zentech.

If a removed part is a device capable of storing data, Zentech will attempt to perform an overwrite of the data storage device.

For example, if Zentech sells you a Hard Drive which Zentech uses to upgrade or repair your Computer System:

- 1) The removed hard drive becomes the property of Zentech;
- 2) Zentech will attempt to perform an overwrite of the data on the removed hard drive.

In cases where the removed part is damaged or non-operational, the result of a data overwrite procedure may be limited or unpredictable.

## **Repairs Notice**

The repair of your goods may result in the loss of any user-generated data. Please ensure that you have made a copy of any data saved on your goods.

Zentech is not liable for any loss of data on goods you have presented for repair.

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.