

Warranty Claim

All goods (besides some exceptions of manufacture directly warranty process) sold by HiPC Technology come with one-year return to base manufacturer warranty; it can only be shorter if a special note is mentioned about an item. Computer systems built by HiPC Technology carry a one year parts and labour warranty. This warranty is not transferable.

The system warranty only covers the system unit; it does not extend to any peripheral components such as monitors, keyboard etc. All the peripheral components are covered by standard manufacturer warranty.

To confirm the warranty on your product or if you are unsure if the part/s you have are faulty please make enquire via our website "Contact us" Section. If you originally paid for freight on the item and if the item is faulty as standard we cover the return freight (from us to you, not the other way around). However if the item is not found faulty any return freight must be at your cost. A fee for extended testing on non-faulty products or other fees may apply*.

Goods that have been misused/tampered with or have been physically damaged will not be covered by warranty and will avoid any warranty usually applicable.

HiPC Technology is responsible for the handling of most products warranty processes. Warrantees for individual parts we sell are provided by the manufacturers, not HiPC Technology. License product key or digital items are not returnable once been opened or released.

DOA (Dead on arrival) items are eligible for refund or replacement. DOA items must be reported within 7 days from the time you receive your goods. Failure to report a DOA item within 7 days will result in you not being able to claim the item as a DOA. This is particularly important for printers, monitors etc where the manufacturers have strict guidelines. All products are eligible for warranty claim even after a 7 day period.

HiPC Technology warranty & serial number labels must be clearly attached, at their removal voids warranty. Any unauthorised repair or upgrade voids warranty. Please refer to specific warranty condition on warranty card supplied with goods. Unless a unit is dead on arrival or damaged in transit, in this case must be received with 7 days of invoice date, goods remain the property of your customer & will be processed by the relevant manufacturer of agent as soon as possible. HiPC Technology will not be liable for any loss, whether material or not of such goods.

All warrantees are voided if returned product is found in any way to be mishandled, incorrect installation, modified, tampered, abused, physically damaged or used under wrong voltage etc.

HiPC Technology is not responsible for data contents or the security of the data contents contained in any returned goods. Our workshop works under strict guidelines, not to intercept with any customer data. Despite this customers

should back up any data prior to sending the goods back to us; data can be destroyed during our testing. It is also beyond the scope of our control once the device is sent to our supplier. We do not provide data recovery service.

Customer is responsible for proper packaging of RA returns. All warranties will be void on items that are insufficiently or inaccurately packaged. Customer is responsible for all the shipping charges associated with returning the defective merchandise. If any item(s) returned for warranty claim is determined to be physically damaged, the item(s) will be returned to the customer as is.

Manufacturer Directly Warranty on Faulty Items:

Some parts have extra and/or are covered by direct to Manufacturer warranty and so support/warranty is usually done directly to Manufacturer. Normally you can get their contact details from product package, and please email us for manufacturer contact details if you cannot find it. (Note: sometimes we can help you getting this done if going direct is an issue to you, but usually you will need to pay for freight charges.)

However if the product is DOA please contact us (by email or phone) asap (best within 7 days) so can verify with you if something equally suitable can be done here.

The list below is not extensive and is just for a reference guide. Either checks inside your product for warranty information or contact us.

- Monitors/LCDs: Typically 3 years. (Directly process with manufacture)
- Notebooks/PDA etc: Typically 1 - 2 years (Directly process with manufacture)
- All Network products (Synology/Netgear/Billion/Tp-link etc): Typically 1-2 years. All contact must be direct through manufacturer first, even if DOA.
- CPU: Typically 3 years
- Hard drives, Memory, PSU Manufacturers: Some brands have extended warranty. If within 1 year please check with us first.
- Refurbished Products: Typically refurbished items have 1 month warrantee, unless otherwise indicated.

Warranty turnaround time

Turnaround time for warranty claims largely depends on the suppliers or the distributors. We will try our best to speed up the process. Please understand the time involved for a warranty claim will include: our time to test the item, shipping back to the supplier, supplier's own test and replacement/repair, and the shipping back to us.

We do not provide advance replacement under any circumstances. Please keep this in mind when you place your order. HiPC Technology is not responsible for

any losses resulting from the time it takes to have the faulty item replaced or repaired.

If you will be using the item(s) for mission critical tasks, be it running a business, using it to prepare an examination, using it for a pre-organised game party etc, you should consider purchasing it from a provider that offers instant replacement.

Returns / Refunds / Cancellations

Firstly, and most importantly please contact us by email or phone to verify if a return/credit will be ok. Read below for guidelines on this procedure.

- **No freight costs, service fees or credit card surcharges can be refunded (except under exceptional circumstances)**
- **We may replace, credit, refund or exchange faulty products at our discretion**
- **Refunds/Credits are usually made at the current market value**
- **Usually Networking products should not be returned until you have authorisation from the manufacturer first (to save time both for you and ourselves)**

Goods Returning For Credit/Refund

if a product is faulty, does not match the description or is unfit for its intended purpose a refund may be available upon request.

However HIPC reserves the right to confirm the unsuitability of the product before a refund is issued.

Under ACCC guidelines for refunds of goods under warranty claims - specifically the ACCC quotes as follows on their website:

"If the goods being returned have had a fair amount of use then you may be entitled to a partial refund only or to repair the product instead"

- Defective items within the DOA period of 7 days, take 2-5 business days for us to process and ship the replacement item to you.
- Defective items returned for warranty after the DOA period generally take 2-8 weeks to be sent back to the manufacturer for repair or replacement.
- Please also note that incompatibility is NOT a fault. We cannot ensure what you purchased is compatible with what you have existing.

Return/Refund on non-faulty products

In some circumstances, we are happy to offer our consumers with a conditional courtesy return if consumers want to exchange products purchased incorrectly provided the:

- Customer notifies HIPC within 7 days of receipt of delivery of the product;
- Products are not opened and are still in pristine condition;
- Customer accepts a maximum restocking fee up to 30% of the purchase price;
- HIPC may reject the return upon inspecting the condition of the products and will return the products to the customer at the customer's expense.

Cancellation on "READY" orders

Customer may request a cancellation of your order, provided your order has not already been Processed and in the Pending/Processing status.

- Note that all cancellations are processed at the discretion of HIPC staff - this is not an automated process.
- Please be aware that any transaction fees that have been applied to your order at time of placement will not be refunded as this cost has been incurred by HIPC at time of charge
- Cancellation after dispatch of your order is not possible in most cases. There will be no credit given on order price difference, due to price drops. Please select carefully at the time when you place your order. Product returned for credit/refund is not possible on our store (order in items). We may offer a credit with a 20% restocking fee on some special circumstances.

Any incorrect, missing or damaged items received must be reported to HiPC Technology within 24 hours of you receiving the delivery. This can only be done by E-mail or Phone.

If item(s) received is not what was ordered please do not open the sealed package in which it was sent. Any attempt to use the incorrect item will be deemed to be acceptance by the customer of the item(s) as a satisfactory substitute for the one that was ordered and no further claim can be raised thereafter.

HiPC Technology owns the title of any extra goods shipped with your order that have been dispatched in error.

Cancellations may be communicated by telephone and email only.

Cancellations for assembled system orders will incur a 15% cancellation fee. This is to reflect the labour cost and the depreciation for the used parts.

Cancellation for specially ordered items will also attract a 15% cancellation fee. This is to cover the return to stock fee implied by our suppliers and shipping cost.