

Warranty Policy

Below is a full write up of our current warranty policy. If you have any further questions or need something clarified, be sure to get in contact with us.

Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality while covered under warranty period, or, product refunded if there is a major failure.

Scope of Warranty

RWComputerServices WARRANTS this **product** (desktops, and accessories) against **Manufacturer Defects** for the following periods from the Date of Original Retail Purchase:

- **Minimum 30 Days for Preowned parts or systems where no manufacturer warranty remains. Potentially as long as remaining manufacturer warranty on faulty components**
- **Minimum 1 year on brand new components, or as long as offered under manufacturer warranty.**
- **1 year warranty on services provided against build quality concerns, labour involved in device repairs etc.** Manufacturer Defects

Manufacturer Defects refer to flaws in the materials or workmanship of the product that impair its proper function under normal use. These defects may include:

- **Hardware malfunctions** such as failures in the motherboard, CPU, GPU, RAM, or storage devices due to improper assembly or faulty components.
- **Assembly errors** such as misaligned parts or poor-quality connections that affect the normal operation of the product.
- **Component defects** like electrical faults or materials failing under normal operating conditions.

Coverage applies to issues that originate from flaws in materials or workmanship during the manufacturing process, ensuring that your system operates as intended under normal use conditions.

RWComputerServices will repair or replace any components found to have **Manufacturer Defects** free of charge while component has cover under manufacturer warranty, as outlined in the warranty terms.

a) Coverage

RwComputerServices guarantees the original purchaser that any part of the **RwComputerServices product**, excluding documentation, third-party software, and third-party peripherals, will be free of **Manufacturer Defects** for the warranty period, starting from the date of the original retail purchase.

During the product's warranty period, **RwComputerServices** will, at its discretion and in accordance with **Australian Consumer Law (ACL)**:

- **Repair** the product using new or refurbished replacement parts.
- **Replace** the part or product with a new or refurbished part or product that is at least functionally equivalent to the original.
- **Offer a partial refund** for products that experience a **minor fault** or **major failure** after a significant amount of time or use, taking into account the product's **remaining expected lifespan**.
- **Provide a full refund** if the product experiences a **major failure** that significantly impacts its intended use.

All repairs and replacements will be conducted **free of charge**, including labor and parts. Replacement parts may not be identical but will be of equivalent or superior quality.

Exclusions from Warranty Coverage

The warranty does **not** cover the following:

- **Physical Damage:** Damage resulting from accidents, abuse, misuse, or negligence, including but not limited to drops, spills, and improper handling.
- **Unauthorised Modifications or Repairs:** Any damage or defects caused by unauthorised modifications, overclocking, undervolting, or repairs performed by anyone other than RWComputerServices.
- **Improper Maintenance:** Damage caused by failure to properly maintain the product, such as not cleaning radiators, fans, filters, etc., which leads to overheating or other performance issues.
- **Operating with a Fault:** Additional damage caused by continuing to use the product when it shows signs of failure, such as coolant leaks, overheating, etc.
- **Operating in Improper Environments:** Damage caused by the use of the product in unsuitable environments, such as exposure to moisture, salt, dust, etc.
- **Improper System Settings:** Damage caused by modifying RWComputerServices **configured settings** (e.g., fan speeds, Memory or CPU settings) that lead to system issues
- **Voltage Manipulation:** Issues arising from voltage manipulation, improper power supplies, or power surges are not covered.
- **Software Issues:** Problems caused by software, including operating system corruption, malware infections, or conflicts with third-party software, are excluded from the warranty.
- **Custom Configurations:** Custom software or hardware configurations, such as RAID setups, virtual machines (VMs), or other specialised settings, are not covered under the warranty. Customers are responsible for backing up their configurations.

- **Normal Wear and Tear:** Regular wear and tear, including cosmetic damage like scratches, dents, or fading, is not covered under the warranty.

Replacement Parts Warranty

Any replacement parts provided under this warranty are warranted to be free of **Manufacturer Defects** for:

- **Three (3) months** from the date of replacement; or
- The remainder of the original product's warranty period, whichever is **longer**.