



RENEWD



One Year Warranty

Convenience

We offer the convenience of having a dedicated operational and technical team to manage the refund, repair and /or replacement process for you
Call: 1800 849 151 (8:30AM - 4:30PM Weekdays AEST)

Get in touch:



support@renewd.com.au



www.renewd.com.au

The Australian Consumer Law & Your Rights

The Australian Consumer Law (ACL) protects consumers by giving them certain guaranteed rights when they buy goods and services. For example, the ACL requires that goods must be free of defects, and do what they are meant to do.

Services must be carried out with care and skill. These rights, which the ACL says automatically apply whenever goods or services are supplied to a consumer, are called 'Consumer Guarantees'.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure. Consumer Guarantees have no set time limit but generally last for an amount of time that is reasonable to expect given factors including the cost and quality of the product or any representations made.

Renewd's ONE (1) YEAR LIMITED WARRANTY

Limited Hardware Warranty for Refurbished Products

Renewd's WARRANTY OBLIGATIONS ARE LIMITED TO THE TERMS SET FORTH BELOW:

Renewd warrants this refurbished hardware product against defects in materials and workmanship for a period of ONE (1) YEAR from the date of original retail purchase. This warranty is valid only in the country in which the product is purchased.

If a defect exists, and Renewd is obligated under this warranty, at its option Renewd will

- (1) repair the product at no charge, using new or refurbished replacement parts,
- (2) exchange the product with a product that is Refurbished or that has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or
- (3) refund the purchase price of the product. A replacement product assumes the remaining warranty of the original product. A replacement part has a NINETY (90) day warranty from the date of repair. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Renewd's property. When a refund is given, your product becomes Renewd's property.

OBTAINING WARRANTY SERVICE

Please contact us with your original purchase details via the website www.renewd.com.au before sending it is your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for re-installing all such software, data and passwords. Data recovery is not included in the warranty service and Renewd is not responsible for data that may be lost or damaged during transit or a repair.

EXCLUSIONS AND LIMITATIONS

Software is not covered under this Limited Warranty. Please note that the warranty does not cover the natural deterioration of battery capacity. Renewd is not liable for any damage to or loss of any programs, data, or other information stored on any media. Recovery and re-installation of system and application software and user data are not covered under this Renewd Limited Warranty. This warranty does not apply: (a) to damage caused by accident, abuse, misuse, misapplication (b) to damage caused by service (including upgrades and expansions) performed by anyone who is not an Authorised Service Provider; (c) if any serial number has been removed or defaced.

RENEWD SPECIFICALLY DOES NOT REPRESENT THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA.