

Terms & Conditions / Warranty

- We will email you a **FREE quote** for the online requested service or product with a unique reference number and expiry date.
- Each request will state the tasks to be completed.
- Your request will proceed when we have received confirmation of a successful payment.
- We reserve the right to accept or decline services we offered at our discretion.
- **ANY CLAIM ON COMPATIBILITY ISSUE OR D.O.A WILL NOT BE ACCEPTED UNLESS YOU REPORT TO US WITHIN 7 DAYS.**
- Title of the goods shall not pass to the buyer until full payment has been received and cleared by Asmarina eConsulting Services.
- No refund or exchange of goods if you change your mind.
- A 25% restocking fee applies if we choose to exchange goods. Limited to 7 days from date of purchase.
- Warranty will be void if goods have been damaged after sale.
- Return reference no. must be obtained before goods can be returned.
- If you return goods without our approval, we will not pay for the costs involved in returning the goods back to you.
- Computers, notebooks and other items not collected from our store after a period of maximum 2 weeks will be sent to storage place and add the cost to you.
- A deposit or full payment will be required to proceed with any orders.
- Invoices not paid in full within 15 days will be charged 18% per day.

Standard Warranty Policy on Faulty Items

All parts (besides some exceptions outlined below) are covered by a 1 year return to base warranty. If you are unsure if the product you have is faulty please email sales@asmarina.com.au with a fault description. We can cover the return freight (from us to you) if the item is faulty. However if the item is not found faulty any return freight must be at your cost. A surcharge for extended testing on non-faulty products may apply. Otherwise if you are sure the item is faulty please return it back with copy of your original invoice and fault description. If you are sending the product in we are not responsible for damage in transit to us so please be sure to package the goods safely and send by

Courier/Express/Post to:

Asmarina eConsulting Services
Shop1 91-93 Longueville Road Lane Cove 2066 Sydney

Tel: 1300 882 998 **Fax:** 02-9420 4658

E-mail: sales@asmarina.com.au , city@ijk.com.au

web: www.asmarina.com.au , www.ijk.com.au/branch/city/

Exceptions to Standard Warranty:

Consumables media, Generic keyboards and mice (and other obvious things besides) are not covered by 1 year warranty. If DOA (dead on arrival) then return it back within 7 days. Some products are only covered by Manufacturer Warranty on Faulty Items. See below Manufacturer Warranty Policy on Faulty Items Some parts are covered only by Manufacturer warranty so support and warranty is directed to Manufacturer. The list below is just for a reference guide. Either check inside your product for warranty information or email sales@asmarina.com.au

Manufacturer Warranty Policy on Faulty Items

Some parts are covered only by Manufacturer warranty so support and warranty is directed to Manufacturer. The list below is just for a reference guide. Either check inside your product for warranty information or email sales@asmarina.com.au

- Monitors/LCDs: Typically 3 years.
- Printers/Scanners etc: Typically 1 year
- Consumer Electronics (Digital cameras, DVD Players, etc): Typically 1 year
- Notebooks/PDA etc: Typically 1 - 2 years
- Netgear/Dlink/Netcomm Products: Typically 1 year
- Intel Products: Typically 1 year
- Memory Products: 1 year back to Asmarina. Typically Lifetime to manufacturer.

Returns/Credits/Refunds

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 (unless we are at fault or responsible)
- 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)

Returns of non-faulty products:

This is (not) a satisfaction guarantee or try before you buy policy, please be sure of your purchases. Any doubts please email us first. Individual compatibility of items not guaranteed unless installed and tested by our technicians.

If a product is faulty during it's one year warranty (past the DOA period) then it is subject to either the standard or manufacturer warranty replacement/fix and usually no refunds/credits will be offered.



Notes: If the testing of a product that is non faulty is done at an inconvenience to us then the standard fee will be \$30 for the first hour and \$50 per hour afterwards. Any refunds may incur a \$5 accounting fee on top of anything before mentioned.

Replacement time (standard warranty only)

If your product was DOA please return it back to us within 7 days from your invoice date. if we have stock we should be able to replace the product on the spot. Please return all packaging & contents. If you cannot get the product to our store within 7 days please email sales@asmarina.com.au with the part#, serial#, invoice# and fault description within the 7 days. That way we should be able to process this as a DOA, but there is no guarantee. After that has been done we would need the product to be sent to us ASAP. If your product was not DOA then we need to send back the faulty product to the supplier or the manufacturer for a replacement or fix. Typically you can get a replacement within 3 weeks. However it can vary greatly from product to product.

How to Pay:

We accept these payment methods:

1. Cash
2. Eftpos
3. Credit Cards (Visa and MasterCard) - 2% surcharge over the price apply.
4. Money transfer to our bank account
 - Account name: Asmarina eConsulting Services
 - Branch: 062191
 - Account number: 10270315
5. Bank Cheque

Manufacturer Contact Details

The following contact details for various manufacturers that can be contacted regarding technical support and direct warranty claims.

Manufacturer	Phone Number	Website
Acer	1300 365 100	support.acer.com.au
Asus	1300 278 788	www.asus.com.au
BenQ	1300 130 336	www.benq.com.au
Billion	1300 139 159	www.billion.com.au
Brother	(02) 8875 6000	www.brother.com.au
Canon	13 13 83	www.canon.com.au
Compaq	1300 363 669	www.compaq.com.au
D-Link	1300 766 868	www.dlink.com.au
Epson	1300 361 054	www.epson.com.au
Fujitsu	1300 364 484	www.fujitsu.com/au
HP	13 10 47	www.hp.com.au
Intel	1800 649 931	support.intel.com
iomega	(02) 8223 9140	www.iomega.com.au
Lexmark	1300 362 192	www.lexmark.com.au
LG	1800 643 156	www.lge.com.au
Linksys	1800 208 229	www.linksys.com.au
Logitech	(02) 8850 1192	http://www.logitech.com/index.cfm/AU/EN
Maxtor		www.maxtor.com
Microsoft	13 20 58	www.microsoft.com.au
Mitsubishi	1300 651 808	www.mitsubishi-electric.com.au
Netcomm	(02) 9424 2000	www.netcomm.cxom.au
Netgear	1300 361 254	www.netgear.com.au
Panasonic	1800 677 203	www.panasonic.com.au
Philips	1300 361 392	www.philips.com.au/
Pioneer	1300 666 383	www.pioneeraus.com.au/computer
Saitek	+61 2 9533 3055	support@hes.net
Samsung	1300 362 603	www.samsung.com.au
Seagate	1800 129 277	www.seagate.com
Sony	1300 226 429	www.sony.com.au
Swann	1300 138 324	www.swann.com.au
TP Link	1300 269 927	www.tp-link.com
ViewSonic	1800 880 818	www.viewsonic.com.au
Western Digital		support.wdc.com
Xerox	1800 028 962	www.fujixerox.com.au

Website:

Information Accuracy:

Product information is acquired from suppliers and relevant manufacturers. Please check directly with the manufacturers for the most up to date information. While we make every effort to keep this site current and error free, we cannot honour errors which include but are not limited to outdated/incorrect pricing and/or specifications. Prices and specifications can change without notice. Pictures are for illustration purposes only. Individual compatibility of items not guaranteed unless installed and tested by our technicians.

Liability:

All our website information and our products / services are provided "AS IS" with no guarantee or warranty whatsoever against possible damages that may arise from the use of the information on this site or use of any of our services and/or products provided it is within the law to do so. We will do what is required by law and will aim to do our utmost to do what is agreeable and correct so as to avoid any such issues. Any order made on this website may be become void at our discretion, whether payment has been made or not. For example, this may happen in an order with an item which has found to be no longer available, or available at quoted price. Any funds paid will be refunded if applicable. Individual compatibility of items not guaranteed unless installed and tested by our technicians.

If in the unlikely event it is found that we have sent you the wrong product please make sure to not open or use the product at all and contact us immediately upon receipt. Once the unit is returned we can exchange the unit for the correct one ordered or an agreed upon equivalent. If you open and use the product then there may be fees applied to restocking and exchanging the item depending on the condition. Typically it will be at least the standard 25% restocking fee. If you do not return the unit in a reasonable amount of time (standard time frame is 7 days) then we may not be able to accept the return or there may be a fee applied). If we find it is entirely our fault then all freight costs should be covered by ourselves. In this case contact us so we can nominate or organise the preferred return method.

Ownership of Goods:

All goods ordered on this site are the sole property of Asmarina eConsulting Services until the funds required have been paid and suitably cleared.