

## Warranty Terms and conditions

“We” means Digital Australia Property Limited. “You” means end user and/or customer who purchase product and/or service from Digital Australia Proprietary Limited.

All sales are based on non return basis only. Please think carefully before making the purchase decision. We will not exchange or refund an item found not compatible with your other hardware. It is YOUR RESPONSIBILITY to make sure the hardware you are purchasing is compatible with your other hardware. We will not refund if you change your mind.

1. In case, your product is found faulty, no immediate replacement or upgrade will be offered. The faulty product will be returning to manufacturers for warranty.
2. Warranty of many products including, but not limited to, **printers, scanner and monitor** are carried out by the manufacture or their authorised service partner/contractor and you need to contact them directly for warranty enquiry.
3. In case of DOA of printer or scanner you can return to manufacturers directly or we can return for you (by requested) but it will generally take longer.
4. A service fee plus freight where necessary will be applied if an item is returned for warranty but found functioning as intended.
5. Warranty is void If the product is found with physical damage or tampered with or install incorrectly or used not as it intended to (e.g. CPU or Chip Burn, Motherboard Damages, over clocking), Missing Warranty label (Please NEVER remove any label/paper/sticker on your component unless instructed by the manual).
6. Except for consumable product (ink/toner/paper/thermal paste/CD or DVD media etc) most hardware comes with 12 months manufacture warranty, unless stated otherwise.
7. Within the first 12 months you can send your faulty product in and we would organise warranty claim for you or you could do it yourself.
8. Some manufacturers warranty is 2, 3, 5 year or even Life Time warranty (Product life time or manufacture life time only). You will need to contact manufacturers directly after the first 12 months of purchase for warranty claim if the product warranty is longer than 12 months.
9. Consumable Products (ink cartridge, toner cartridge, CD, DVD-media etc) are sold on non-return basis, customer should always check all the detail (including manufacturer website) before purchase.
10. If you have any enquiry regarding quality of a consumable product please contact the manufacture to have your problem resolved.
11. We are not liable for any data lost and we can not be held responsible financially associate with the downtime of the product.
12. Warranty does not cover the damage by virus, or the damage to/from other equipment or data used in conjunction with a unit.