

# **RETURNS POLICY IT Business Services Ltd.**

Our aim is to make sure the customer receives the best value and service for every purchase made at IT Business Services Ltd. We want to be the one stop shop for computer hardware and software. Here is a list of options and conditions when it comes to returning and requesting refunds for products at IT Business Services Ltd.

## **1. The item I ordered is no longer required or incorrectly purchased.**

If you have purchased the incorrect item or if you change your mind after making a purchase IT Business Services Ltd. can process a credit as long as the item is unopened, in mint condition and returned at your cost within 7 days of delivery. A return request (RMA) must be submitted prior to any item being returned. All accepted returns are subject to a 15% (percent) restocking fee once the goods have arrived at our warehouse and been assessed. A credit can be given on the item only, shipping/extras are not to be reimbursed. Special order items and Software will not be accepted due to the nature of the products, their origins and copyright regulations.

*Please note the Consumer Guarantees Act and Fair Trading Act do not provide protection for this reason. You cannot return the item simply because you no longer want the product or the product did not meet your expectations. It is your responsibility to carry out research prior to your purchase. IT Business Services Ltd. will make an assessment on a case by case basis.*

## **2. The item I received is the not the item I purchased.**

If you have received the incorrect item(s) a replacement can be processed provided the item is unopened and in mint condition. A return request (RMA) needs to be submitted from your online account here prior to any item being returned. Photo verification of the incorrect item(s) received is required then IT Business Services Ltd. can process the correct item(s) to be shipped along with a courier collection service for the incorrect item(s) received.

## **3. The item I purchased has been damaged in transit.**

If you receive an item with damage it must be reported to IT Business Services Ltd. within 24 hours of delivery, failure to do so warrants the receiver taking full responsibility for the item(s) affected. A return request (RMA) needs to be submitted prior to any item being returned. Photo verification of the item(s) you received and the damage is required so IT Business Services Ltd. can process the claim with the courier company. The courier company will collect the goods from your delivery address once the above is complete. This process can take up to 7 working days. Please note that for your claim to be accepted you must retain the original packaging material used to deliver your order.

*If you are concerned about leaving your items unattended we recommend using the 'signature required' option that is presented in the Checkout. Regrettably neither IT Business Services Ltd. nor the courier provider will refund or replace item(s) that have been lost, damaged or stolen after being delivered to your property.*

## **4. The item I purchased has not arrived.**

If your item did not arrive the first thing to do is request a 'track and trace' on your item from the courier's website. A link is included in an email sent to you at the time of dispatch.

#### **5. The item I purchased has been lost in transit.**

If the tracking details on your order indicate the item(s) has been delivered but you're unable to find it IT Business Services Ltd. will start an investigation with the courier on your behalf. Please make sure you contact us within 14 days from the date of dispatch.

*If you are concerned about leaving your items unattended we recommend using the 'signature required' option that is presented in the Checkout. Regrettably neither IT Business Services Ltd. nor the courier will refund or replace item(s) that have been lost, damaged or stolen after being delivered to your property.*

#### **6. The item I purchased is DOA (dead on arrival).**

If you have an item that has arrived faulty and is within the 7 DOA (Dead on Arrival) period, you must submit a Return Request (RMA) prior to any item being returned. Please make sure to give us full details of the fault with serial numbers so we can process the RMA quickly. An IT Business Services Ltd. representative will contact you and provide you with return instructions via E-mail.

IT Business Services Ltd. will process the claim and have the courier company collect the goods from your delivery address once the above is complete.

In order to assist you with your DOA faulty product, it will need to be returned to us so we can test and confirm that it is faulty first.

#### **7. The item I purchased has become faulty within the manufacturer's warranty period.**

If you have an item that has become faulty and is still within the manufacturer's warranty period, you must submit a Return Request (RMA) prior to any item being returned. Please make sure to give us full details of the fault with serial numbers so we can process the RMA quickly. An IT Business Services Ltd. representative will contact you and provide you with return instructions via E-mail.

In order to assist you with your faulty product, it will need to be returned to us so we can test and confirm that it is faulty first. You may also be able to contact the manufacturer or service agent directly to arrange a solution.

*Returns of this nature can be made any time within the warranty period and it is your responsibility to cover any costs of returning the product to us.*

IT Business Services Ltd. will void warranty of any product that is mishandled, modified or interfered with by unauthorized personnel. The removal of any factory seals, serial numbers or warranty stickers also voids the warranty. All item(s) returned for RMA found not faulty, goods with physical damage or damage caused by improper use are not covered by warranty and the customer is liable for a handling and service fee. Service fees for single components are charged at \$49.95 inc GST an hour and service fees for Notebook's/Desktop systems are charged at \$79.95 inc GST an hour.

Data contained in the storage device (Hard Drive, SSD, NAS, Media Players, Memory Cards, USB Memory Sticks) is not covered under warranty. Customers need to backup their data before the device is sent back. Most devices are returned overseas and replaced locally. IT Business Services Ltd. takes no responsibility for any loss of data. IT Business Services Ltd. recommends that all our customers make regular backups of data.

### **8. Hardware Compatibility.**

IT Business Services Ltd. is not responsible for the compatibility and/or hardware configuration of your components. Due to the different configurations IT Business Services Ltd. does not guarantee a component works with your computer system. IT Business Services Ltd. tries to provide as much information as possible on each component but the final decision of compatibility is yours. If the component is not compatible it does not mean it is faulty.

*Please note that the Consumer Guarantees Act and Fair Trading Act do not provide protection for this reason. You cannot return the item simply because you no longer want the product or the product did not meet your expectations. It is your responsibility to carry out research prior to your purchase.*

### **9. Overclocked Hardware.**

The warranty is void on over clocked components used outside the manufacture's safe operating parameters.

### **10. Shipping Terms.**

As the sender, you are the only person who knows exactly what is inside your parcel. It is your responsibility to ensure your item is packaged correctly and arrives safely.

Apply the 5 by 5 rule for fragile items: 5cm from the walls, base and top of the box and 5cm of cushioning around each individual item.

Use internal cushioning and strong external packaging to protect your item against knocks and shocks. We suggest you use packaging materials such as bubble wrap, polychips, corrugated cardboard, shredded or rolled paper, polyethylene foam sheeting available at Post Shops, Whitcoulls, The Warehouse Stationery, PaperPlus and/or Pararubber shops. Items packed together in one carton must be individually wrapped and separated from each other with more cushioning material.

If you choose to return your item using a courier bag, wrap the item enough times so that you can no longer feel the shape of the object. We do not recommend returning any electronic or fragile item in a courier bag.

**ITEMS RETURNED WITH INSUFFICIENT PACKAGING WILL BE DENIED.**