

National Standard Warranty Terms & Conditions

1. This Warranty is a contract between the Warranty Holder and National Warranty Services (ABN 86 675 940 843).
 2. This Warranty covers the replacement of faulty internal components** during the warranty period. NWS will provide all replacement parts, labour, travel***, & freight, at no cost to the Warranty Holder.
 3. This Warranty provides for the repair or replacement of faulty components# with the same specification and performance (or better).
 4. The warranty service is provided by NWS & their Authorised Service Agents. Your Reseller may be contracted by NWS to provide service, but your Reseller is not themselves liable for providing warranty service.
 5. There is a seven day 'no fault' period from the system receipt date, or from when you first use your system, or a specific component, whichever is the later. This is to help ensure your Reseller uses quality components, assembles your system with care, and carries out appropriate quality control, prior to delivering or shipping your system.
 6. **Any warranty service must be authorised by NWS prior to any service being carried out. NWS has no liability or responsibility for any service work carried out without such authorisation.**
 7. A valid NWS Warranty ID sticker must be adhered to the item under warranty, or, if a 'sticker-less' warranty, your item must have the item ID number specified on Certificate or the IDS System, for any warranty service. If not, you will be charged for any call-out or service carried out.
 8. If you have a NWS 'sticker' warranty, the Warranty must be activated (registered) by the Warranty Holder (or Reseller) within 14 days from time of sale, or, if later, more than one month before any warranty fault or service. Warranties can be activated on the NWS Web site, or, by phoning NWS, or by emailing, faxing, or posting a copy of your sales invoice or receipt with the NWS Warranty ID number.
- Note: IDS 'sticker-less' warranty purchases are *automatically* activated at time of purchase, There is no need for activation by the Warranty Holder.
9. This Warranty covers all fixed internal system components#. It does not cover any removable devices, incl game devices, peripheral or external devices, stands, or cables, or any separate keyboard & mouse.
 10. This Warranty does not cover broken or damaged cases, buttons, switches or locks, that are susceptible to user damage, and to 'wear & tear' damage occasioned by on-going use.
 11. This Warranty does not cover media, consumables, or batteries .
 12. Loose cards & cables are caused by assembly, transport, usage, or the environment; and are not faulty components or warranty faults.
 13. This Warranty covers all internal components# at the time of original sale to you, but does not cover additional components fitted after the original purchase, except replacement parts supplied under warranty.
 14. This warranty does not cover components destroyed or damaged by power spikes & surges (although your household insurance may).
 15. This warranty does not cover any faults caused by systems, or components, not installed or used according to Manufacturer's specification or instructions, unless stated on the Warranty Certificate.
 16. This warranty does not cover any over-clocked systems, unless specifically stated on Warranty Certificate.
 17. To protect the Warranty Holder from inconvenience, data & software damage, and repair costs, all systems with a NWS warranty **MUST** be connected to a functioning reliable surge protector, or UPS.
- Note: Power boards and safety switches are not surge protectors.
18. This Warranty does not cover damage, such as bent or damaged plugs or pins, caused by use or users, or external devices or cards.

19. As a courtesy, if a hard disk is replaced, the NWS warranty includes reloading the operating system, if the licensed software is available, and where possible and practical at the time of service, but does not include any other software configuration, or installing or reloading of Internet or network connectivity, or any software applications, and/or data.
20. Reloading the operating system does not apply to server warranties.
21. This warranty covers replacing faulty components, and does not include rebuilding RAID arrays or reinstalling RAID software or configuration.
22. This Warranty does not cover component failure caused simply by normal usage and/or 'wear & tear', eg DVD drives.
23. Damage to components caused by people, your environment, media, removable components, or consumables, is not covered.
24. Existing components damaged by the fitting of extra components, or by movement or adjustment or replacement of components, will not be covered, except where part of authorised warranty service.
25. This Warranty does not cover any problems caused by any software, settings, or configuration, including operating system software.
26. This Warranty does not cover problems or faults with, or caused by, BIOS or driver settings, or incorrect port or switch settings.
27. This Warranty does not cover faults caused negligence or improper maintenance, or by environmental factors (such as enclosed spaces, abnormal temperatures, dust/dirt, insects, vermin, and sunlight).
28. Your warranty covers the cost associated with the replacement of the faulty parts only. If the only available replacement parts are incompatible with the existing working components, and, to restore system operability, working components would also need to be replaced, the cost of those additional components will be at your expense, if you decide to go ahead with repair.
29. Loss of data can occur in unpreventable and unforeseen ways. This Warranty does NOT cover loss of data, software or settings, before, during, or after, any warranty service. The Warranty Holder is responsible for the backing-up and the security of all data and software.
30. NWS and our Service Agents are responsible for identifying and replacing faulty hardware components. The process of identifying & rectifying a fault can lead to loss of data and settings. NWS and our Service Agents take all due care, but are not responsible for any loss of data, software, or settings, howsoever caused.
31. Often the repair or diagnosis cannot be effectively carried out on-site. The Service Agent may, at NWS's discretion, remove the system, repair off-site, and return the system (at no additional expense).
32. Your Warranty includes an unlimited number of warranty calls during the warranty period; however, NWS reserves the right to inspect the system, prior to service, to determine cause of any component failure(s).
33. This warranty specifically excludes faults caused by any systemic design, assembly, or manufacture, error by the system or parts manufacturer or assembler. If a systemic fault should become apparent, NWS may decide to refund monies paid (to NWS) for any affected warranties (less the costs of any previous service for those faults).
34. Where NWS is unable to, or prevented from having reasonable access to system, or is otherwise prevented from or unable to carry out warranty service in a reasonable and efficient manner, NWS will void the warranty, and make a pro rata refund of the payment received for the Warranty in lieu of service.
35. In the unlikely event where any system is more than 25k from nearest NWS Service Agent, NWS will arrange and pay for a courier service", to ship system to nearest or most practical Service Agent (or Reseller), and return to you after service.
36. National accepts no liability for items that are lost, damaged, or stolen, as a result of transport or storage by any other party.

37. When logging a warranty call, you may be required to provide proof of ownership of the system and that that system is covered by an (appropriate) warranty. If a service call is made for a system that is later found not to be under a NWS warranty, you will be charged a call-out fee and for any service that was done.

Note: Even if your invoice states that you have purchased a NWS warranty, that does not, in itself, mean that a warranty has in fact been purchased from NWS.

38. If you have requested a NWS service call, and no faulty hardware components are found, ie therefore not a warranty fault, you will be charged a call-out & service fee by NWS or Service Agent.
39. Travel & courier costs are not included in RSA warranties.
40. At your request, the NWS Service Agent may back up or restore data and applications, or other work, such as installing applications, as a separate non-warranty service. Any non-warranty work or service, is not done on behalf of, or as an agent of, NWS, or paid for by NWS.
41. This Warranty is of a specific type, for specific equipment (listed on the front of this Certificate), at a specific related price. If the equipment purportedly covered is not what is specified on this Warranty, then this Warranty is void, and any service provided will be chargeable. Please contact NWS urgently if this appears to be the case to purchase & replace with the appropriate warranty.
42. The price of this Warranty, and the provision of parts & service, is based on your Reseller or Manufacturer supplying replacement parts for major parts, before or after repair, for the first 12 months of the Warranty.
43. Where the cause of the fault means that the Manufacturer of the system or component has, or would, void their warranty, the NWS warranty is likewise deemed voided, and no warranty service will be carried out and the Warranty Holder will be charged for any service.
44. Service is only available under this Warranty if National has received full payment for the Warranty from the Reseller or Warranty Holder.
45. If the Warranty Holder has any unpaid account/s owing to NWS, or its Agents, for previous non-warranty service, any subsequent warranty fault/s will not be covered. Payment of outstanding accounts must be made 30 days or more prior to any warranty service. Payment of outstanding accounts at the time of any such future fault does not entitle the Warranty Holder to warranty service for that fault,
46. If the invoiced ex GST price of this system, excluding peripherals and software, is greater than the equipment price allowed for this warranty, this Warranty is void, and any service call becomes chargeable. Please contact NWS urgently if this appears to be the case, to purchase & replace with the appropriate warranty before any fault occurs.
47. The benefits and service available under this Warranty apply only to the system for which it was purchased and applied to.
48. This Warranty, together with the system for which it was purchased, is transferable. Receipt/invoice may be required.
49. This Warranty does not cover damage caused by flood, fire, earthquake, electrical storms, or other acts of God.
50. NWS's liability shall only extend to the cost of service under the terms of this Warranty, not any direct or consequential damages, including, but not limited to, data or economic loss, loss of business or profit.

* Mon-Fri 9am-5pm AET (excl. Public Holidays) unless specified. Stated response is achieved 83% of time, but is on 'best effort' basis.

** At time of sale, plus any parts replaced under warranty. Tape components, and any components still classed as '*emerging technology*' at the time of the fault, are covered only for period of the manufacturers warranty.

*** Within 25k of nearest Service Agent for on-site warranties. Free courier service (up to \$75 in total) if greater than 25k. Pickup & Return warranties include free return courier service (up to \$75 in total).