

NWS Standard Warranty Service Terms & Conditions

1. This warranty is a contract between NWS (ABN 86 675 940 843) & your Reseller to provide service over the warranty period to the Warranty Holder.
2. This enhanced warranty service has been provided by your Reseller or Manufacturer to substantially improve and/or extend your statutory warranty.
3. This warranty covers all the costs of replacing or repairing faulty item components**, or faulty items, during the stated NWS warranty period.
4. All replacement parts, labour, travel*, & freight* are provided for the period of the warranty at no cost to the Warranty Holder. Travel & courier costs are not included in NWS Return to (the most convenient) Service Agent warranties.
5. This warranty is for the immediate repair or replacement, where possible, of faulty components** or items, with the same or better specification.
6. There is a seven day 'no fault' period from the date of sales invoice (or receipt), or the installation date, or from when you first use your item, or the specific component, eg DVD drive, whichever is the latter. This is to help ensure your Reseller uses quality components, assemblies your item with care, and carries out appropriate quality control, prior to delivering or shipping your item. 'Back-dated' warranties have a longer 30 day 'no fault' period. Your Reseller is responsible for any warranty service during this 'no fault' period.
7. **Any NWS 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.**
8. To ensure NWS know what item is under warranty, and for service to be carried out on that item, if this is a NWS 'sticker' type warranty, a valid Warranty ID sticker must be adhered to the item under warranty. Similarly, if this is a NWS sticker-less 'instant' warranty, your item must have the Item ID Number that is specified on the Certificate, or in the NWS IDS database. If this is not the case, you could be charged for any call-out or service carried out.
9. This warranty covers all inherent components** of the item. It does not cover any separate removable devices, incl game devices, or separate peripheral or external devices, stands, or cables.
10. Damage to components or items caused by people, your environment, media, removable components, or consumables, is not covered.
11. This warranty does not cover user damage or damage caused by over-use or unreasonable use, to cases, buttons, switches, locks, or other components.
12. This warranty does not cover bent, damaged, or broken, plugs or pins caused by careless use or over-use, or external devices or cards.
13. This warranty does not cover media, consumables, or batteries .
14. Faults caused by loose cards & cables caused by usage, the environment, or equipment movement, are not faulty components or warranty faults.
15. This warranty covers all 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.
16. Where possible, NWS replaces faulty parts or items immediately, but in some cases, replacement parts may not be immediately available, or NWS may, at its discretion, sometimes decide to return the faulty part to the Manufacturer for replacement prior to replacing as being more practical or possible.
17. This warranty does NOT cover components damaged by power spikes & surges (although your household insurance may), so use a good quality surge protector or a UPS to help avoid such damage and problems.
Note: Power boards & household safety switches are not surge protectors.
Note: Surge protectors & UPS will not always prevent surge & spike damage.
18. This warranty does not cover faults or damage caused to, or by, components not installed or used according to Manufacturer's specification or instructions.
19. Specifically, this warranty does not cover any 'over-clocked' components.
20. As a courtesy, if a hard disk is replaced, this 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 installation of any other software, or configuration or installing or reloading of Internet or network connectivity, or any other software applications, and/or data.
Reloading the operating item does not apply to server warranties.
21. This warranty covers replacing faulty components & items, and does not include rebuilding RAID arrays or reinstalling RAID software or configuration.
22. Existing components damaged by the fitting of extra components, or by the movement or adjustment or replacement of existing components, will not be covered, except where part of authorised warranty service.
23. This warranty does NOT cover faults caused by user negligence, or improper maintenance, or by environmental factors (such as enclosed spaces, abnormal temperatures, dust/dirt, insects, vermin, and sunlight).
24. This NWS warranty does not cover any problems caused by specific software or software conflicts, or settings or configuration, including operating software.
25. This NWS warranty does not cover problems or faults with, or caused by, BIOS or driver settings, or incorrect port or switch settings, all of which are classified as software or configuration issues.
26. If this item has a keyboard or mouse, those items are only covered while under Manufacturer's warranty or any implied Consumer Guarantee.
27. Some components are classed by NWS as 'emerging technology' and as such are prone to systemic Manufacturer's production faults. Any such components are only covered while under Manufacturer's warranty or any implied Consumer Guarantee. By definition, such components are constantly changing. Please consult NWS if you wish any clarification.
28. If the only available replacement parts are incompatible with the existing working parts, the cost of any additional parts needed to fix the incompatibility are the responsibility of the Warranty Holder after three years from purchase.
29. In some remote areas, where the faulty item may be more than 50k from the nearest NWS Service Agent, NWS may request you to arrange to return the faulty item to the nearest or most practical NWS Service Agent.
30. During service, loss of data can occur in unpreventable & unforeseen ways. The process of identifying & rectifying a fault can lead to loss of data and settings. NWS & our Service Agents take all due care This warranty does NOT cover loss of data, software or settings, before, during, or after, any NWS warranty service. The Warranty Holder is responsible for all backing-up and the security of data and software prior to service.
31. Often fault diagnosis, repair, or testing, cannot be effectively carried out on-site. Where this is the case, NWS reserve the right to remove the item off-site for testing and repair, and return the item (at no additional expense).
32. This warranty includes an unlimited number of warranty calls during the warranty period; however, NWS reserves the right to inspect the item and environment to help determine the cause of multiple component failure(s).
33. This warranty, and the provision of parts & service by NWS, is based on major components having a Manufacturer's warranty for a minimum 12 months.
34. This NWS warranty specifically excludes faults caused by the Manufacturer's systemic design, assembly, or manufacture, faults. These faults are covered by the Manufacturer. If a systemic fault becomes apparent, NWS may refund the monies paid (to NWS) for any affected warranties.
35. Where NWS is unable to, or is prevented from having reasonable access to item, or is otherwise prevented from, or is unable to for whatever reason, carry out warranty service in a reasonable & efficient manner, NWS may void the NWS warranty, and refund the monies received in lieu of service.
36. Where NWS is unable to, or prevented from, returning faulty parts for replacement while under the Manufacturer's warranty, NWS may, at its discretion, not carry out the NWS warranty service, void the NWS warranty, and refund the monies received in lieu of service.
37. NWS reserves the right to void any warranty and refund the monies paid.
38. NWS accepts no liability for items that are lost, damaged, or stolen, as a result of transport or storage by any other party.
39. When logging a NWS warranty call, you may be required to provide a copy of the sales invoice or receipt for the item. PLEASE RETAIN.
Please note: Although your invoice may state that you have purchased a NWS warranty, that does not, in itself, mean that a NWS warranty has in fact been purchased from NWS.
40. This warranty is for specific equipment up to a specific RRP. These details are listed on the front of this Certificate). If the equipment purportedly covered is not what is specified on this Certificate, then this NWS warranty is void, and any service provided will be chargeable, and NWS may void the warranty refund the monies received in lieu of service, or offer a warranty upgrade.
41. If no faults or faulty hardware components are found (ie NFF), therefore not a NWS warranty fault, you will be charged a call-out & service fee.
42. At your request, the NWS Service Agent may back up or restore data and applications, or other service work. This is a separate non-NWS service. NWS is not responsible for any such non-NWS service and it is not done on behalf of, or as an agent of, NWS, or paid for, by NWS.
43. Where the cause of the fault is such that the Manufacturer of the item or component has voided, or would void, their warranty, the NWS warranty is likewise deemed voided, and no NWS warranty service will be carried out and the Warranty Holder will be charged for any service.
44. Service is only available if NWS has received payment for the NWS warranty.
45. If the Warranty Holder has any unpaid account/s owing to NWS for non-warranty service, any subsequent NWS warranty fault/s will not be covered.
46. This NWS warranty applies only to the item for which it was purchased.
47. This NWS warranty, together with the item for which it was purchased, is transferable to another party. Receipt/invoice may be required.
48. This NWS warranty does not cover damage caused by flood, fire, earthquake, electrical storms, or other acts of God.
49. NWS & their Service Agents' liability shall only extend to the cost of service under the terms of this NWS warranty, not any direct or consequential damages, including, but not limited to, economic loss or loss of business.
50. Your ACL Consumer Guarantee for this item gives you some additional rights not covered by this warranty from your Reseller or the Manufacturer, such as 'acceptable quality', 'matching description', 'fit for purpose', and possibly 'consequential damage', and some others mainly relating to 'title'.

* Where items are in remote locations, you may be asked to return faulty item to the nearest or most practical NWS Service Agent or Centre. Pick-up & Return warranties include free return courier service (up to \$75 in total) where courier service is possible.

** At time of sale, plus any parts replaced under NWS warranty. Tape components which are prone to mechanical failure and lack of adequate maintenance, and any components classed as 'emerging technology' prone to systemic Manufacturer's production faults, are covered only for period of the Manufacturer's warranty or by the Consumer Guarantee.

*** Stated response is achieved 87% of time, but is on 'best effort' basis.

Where applicable. Not including server operating systems or RAID arrays.