

Bluechip Infotech Warranty Policy (As of 1st November 2005)

1. Bluechip Infotech Pty. Ltd. (BCIT) will replace/repair goods that are returned faulty under warranty. However under no circumstances will we accept any goods damaged due to transit or misuse.
2. Warranty claim items must show invoice number and will be replaced with the same accessories as sent. RA claim items must be returned and received by Bluechip before the warranty date is expired. All goods must be returned within 7 days of issue of the DOA/RA reference number.
3. Warranties are to be returned to Bluechip at the customers expense and must be accompanied by a packing list (for multiple goods, a copy of completed and signed RA form, a copy of the proof of purchase) and mark clearly the RA number on the outside of the box. All returned goods must be delivered in anti-static bags and protected by suitable packaging. Failure to do so will result in the return of goods to the customer at the customer's expense, without being repaired/replaced and the warranty voided.
4. Warranty replacement items will not be issued until the faulty unit has been returned. Delays can be expected on replacement if stock is not available at the time of return.
5. Warranty service does not cover any software/firmware setting problem or any other problem caused by any part not purchased at Bluechip IT, if client requires such service A\$80 per-hour fee will be applied.
6. A labor fee of A\$80 per-hour + parts (minimum A\$40) unless still under warranty, and/or a standard fee of A\$15 (per item), A\$80 (per system) applies on all hardware tested by Bluechip which is found not faulty.
7. Bluechip Infotech will not be responsible for any loss (such as loss of data from the HDD, etc) caused during the service time. BCIT will cover the one-way freight to our direct customer under warranty but will not be responsible for any loss or damage during transportation.

Bluechip Infotech Warranty Process (As of 1st November 2005)

1. Either fill in the on-line RA request form or print, complete and fax the downloadable PDF form to (02) 8745 8499.
2. Once this is received by Bluechip Infotech a member of our RA department will issue you with a RA number.
3. Once the RA number is received ship goods back to Bluechip Infotech with RA number clearly marketed on the outside of the carton(s).
4. This return will then be processed and the goods will either be returned or credited.

Sydney Office
97 Derby Street
Silverwater NSW 2128
T: 02 8745 8400
F: 02 8745 8499

Melbourne Office
4 Nicole Close
Bayswater VIC 3153
T: 03 8720 9800
F: 03 8720 9899

Brisbane Office
Unit 2 / 26 – 28 Bailey Street
West End QLD 4101
T: 07 3256 2911
F: 07 3256 2922

Perth Office
Unit 4, 19 Collingwood Street
Osborne Park WA 6017
T: 08 9492 8500
F: 08 9492 8599

New Wave of Distribution