



ADVANCEMENT REPLACEMENT REQUEST FORM



Please complete and fax to (02) 8745-8495 (RA Division) with the proof of purchase to obtain an advance replacement.

Company Name:

Contact Name:

Date:

Phone: 02 8745-8400

Fax: 02 8745-8495

Phone:

Fax:

Email :

Your address:

Acc#

RA#

ITEM	PART NO.	MODEL & DESCRIPTION	Serial No	FAILURE DESCRIPTION	BCIT INV:
1					

Advance Replacement Warranty (ARW) Service Terms & Conditions: (valid from 1 September 2009)

- Bluechip Infotech Pty. Ltd. (BCIT) will advance replace a QNAP product if and only if it has been purchased with an ARW.
- The replacement unit will be invoiced to your account and a credit will **not** be issued until the faulty unit has been returned to us and it has been diagnosed to be faulty.
- Under **no** circumstances will BCIT accept any goods that are damaged due to **transit** or **misuse**. In this case BCIT will not issue a credit and the unit returned to you at your cost.
- Within 48hrs BCIT will contact you to organize to have the faulty unit picked-up. One attempt will be made by the courier, if a pickup is deemed futile it will be the client's responsibility to return the faulty item.
- Delays can be expected on replacements if a stock is not available at the time of request, however every endeavor will be made to dispatch within 24 hours.
- In the event of an item requiring a non-warranty repair the following costs will apply: **A\$80.00**/per-hour or part there of + Parts.
- Please ensure that no hard drives are sent with the QNAP, only the accessories, cables and other parts that were with the original packaging. BCIT will cover the one way freight to our direct customer under Warranty, but not be responsible for any lost or damage during the transportation.
- The advance replacement will be a re-furbished unit, all care will be taken to make sure it's in original condition.
- BCIT will not be responsible for any lost (such as Lost the Data in the HDD, etc) caused during the service time.

I, _____ acknowledge that I have read the above terms and conditions, and hereby give Bluechip Infotech Pty Ltd A.C.N. 076 483 808 A.B.N. 32 076 483 808 the authority to conduct a service of my equipment in accordance with them.

Customer Signature X _____ Date / /