

NWS Standard Warranty Service Terms & Conditions

1. This warranty is a contract between NWS & your Reseller or Distributor to provide warranty service over the warranty period to the Warranty Holder.
2. This enhanced NWS warranty service & response has been provided by your Reseller or Manufacturer to substantially improve and/or extend your statutory warranty service.
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 Nearest 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 sales invoice (or receipt) date, or installation date, or from when you first use your product (or the specific component, eg DVD drive), whichever is the latter. This is to help ensure your Reseller uses quality components, assemblies your product with care, and carries out appropriate quality control, prior to delivering or shipping your product. '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 product is under warranty, and for service to be carried out on that product, if this is a NWS 'sticker' type warranty, a valid NWS Warranty sticker must be adhered to the product under warranty. If this is a NWS sticker-less 'instant' warranty, your product must have the Product ID Number that is specified on the Certificate, or in the NWS IDS database.
9. This warranty covers all inherent components** of the product. 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 products caused by people, your environment, media, removable components, or consumables, is not covered.
11. This warranty does not cover damage caused by over-use or unreasonable use, to cases, buttons, switches, locks, or product 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 products 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 testing prior to replacing.
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.
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. As a courtesy, if a hard disk is replaced, this 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 product does not apply to server warranties.
20. This warranty covers replacing faulty components & products, and does not include rebuilding RAID arrays or reinstalling RAID software or configuration.
21. 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.
22. 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).
23. This warranty does not cover any problems caused by specific software or software conflicts, or settings or configuration, including operating software.
24. 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.
25. If this product has a keyboard or mouse, those products are only covered while under Manufacturer's warranty or any implied Consumer Guarantee.
26. 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.

27. If the only available replacement parts are incompatible with the existing working parts, the cost of any additional parts needed to solve incompatibility are the responsibility of the Warranty Holder after three years from purchase.
28. In some remote areas, where the faulty product may be more than 50k from the nearest NWS Service Agent, NWS may request you to arrange to return the faulty product to the nearest or most practical NWS Service Agent.
29. 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.
30. 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 product off-site for testing and repair, and return the product (at no additional expense).
31. This warranty includes an unlimited number of warranty calls during the warranty period; however, NWS reserves the right to inspect the product and environment to help determine the cause of multiple component failure(s).
32. This warranty, and the provision of parts & service by NWS, is based on major components having a Manufacturer's warranty for at least 12 months.
33. 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.
34. Where NWS is unable to, or is prevented from having reasonable access to product, 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.
35. 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.
36. NWS reserves the right to void any warranty and refund the monies paid.
37. NWS accepts no liability for products that are lost, damaged, or stolen, as a result of transport or storage by any other party.
38. When logging a NWS warranty call, you may be required to provide a copy of the sales invoice or receipt for the product. 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.

39. This warranty is for specific product type 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 refund the monies received in lieu of service, or offer a warranty upgrade.
40. If no faults or faulty hardware components are found, therefore is not a NWS warranty fault, you will be charged a call-out & service fee.
41. 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.
42. Where the cause of the fault is such that the Manufacturer of the product 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.
43. Service is only available if NWS has received payment for the warranty.
44. 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.
45. This NWS warranty applies only to the product for which it was purchased.
46. This NWS warranty, together with the product for which it was purchased, is transferable to another party. Receipt/invoice may be required.
47. This NWS warranty does not cover damage caused by flood, fire, earthquake, electrical storms, or other acts of God.
48. 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.
49. Your ACL Consumer Guarantee for this product 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 products are in remote locations, you may be asked to return faulty product 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.