

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

Phone: 02 8745-8400
 Fax: 02 8745-8495

Company Name: _____ Contact Name: _____ Date: _____
 Phone: _____ Fax: _____ Email: _____
 Acc# _____ RA# _____ Your address: _____

ITEM	PART NO.	MODEL & DESCRIPTION	SERIAL NO.	FAILURE DESCRIPTION	BCIT INV
1					

Advance Replacement Warranty (ARW) Service Terms & Conditions (valid from 1st July 2012)

1. Bluechip Infotech Pty. Ltd (BCIT) will advance replace a Synology product if and only if it has been purchased with an ARW.
2. 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.
3. Under **no** circumstances will BCIT accept any goods that are damaged due to **transit** or **misuse**. In these cases BCIT will not issue a credit and the unit will be returned to you at your cost.
4. Within 48hrs BCIT will contact you to organise 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.
5. Delays can be expected on replacements if a stock is not available at the time of request. However, every endeavour will be made to dispatch within 24 hours.
6. In the event of an item requiring a non-warranty repair the following costs will apply: **AU\$120.00 per hour or part thereof + parts**.
7. Please ensure that no hard drives are sent with the Synology – 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 loss or damage during the transportation.
8. The advance replacement will be a refurbished unit. All care will be taken to make sure it is in its original condition.
9. BCIT will not be responsible for any losses (such as lost data in the HDD, etc.) caused during the service time.
10. ARW purchased on credit card or cash requires payment **before** the Advance Replacement is shipped. On the return of the faulty unit the payment will be reversed.

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 / /

Bluechip Infotech Pty Ltd

Repair Notice

Please be advised that as of July 1st 2011 we are required under Australian Consumer Law to provide you with the following information prior to accepting your product for repair.

1. Loss of Stored Data

The repair of goods capable of retaining *user-generated data* may result in the loss of data stored on those goods.

In this notice, “*user-generated data*” means any data stored on goods including customised programming and data stored on computers, notebooks, monitors, tablets and mobile phones.

2. Use of Refurbished Parts

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

As part of our normal repair process, **we will restore all products to their factory default settings**, and this will result in the loss of all personal data and configurations.

For more details, please visit the ACCC website at <http://www.accc.gov.au/content/index.phtml/itemId/996739>.

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 6, 24 Finsbury Street
Newmarket QLD 4051
T: 07 3421 8400
F: 07 3421 8499

Perth Office

5A, Carbon Court
Osborne Park WA 6017
T: 08 9492 8500
F: 08 9492 8599

Adelaide Office

Level 3, 169 Fullarton Road,
Dulwich, SA 5065
T: 08 8333 7100
F: 08 8333 7199