



IMPORTANT!

Please keep this documentation, it contains:

- **Warranty and Service Information**
- **Product Return and Repair Request Form**

QTech Data Systems Ltd

12 Midas Place, Middleton, Christchurch 8024

PO Box 9087, Tower Junction, Christchurch 8149

Ph: +64 3 366 3713

Fx: +64 3 365 2815

techsupport@qtech.co.nz



www.qtech.co.nz



Warranty & Service Information

12 Midas Place, Middleton, Christchurch 8024
Ph: +64 3 366 3713
Em: admin@qtech.co.nz

Thank you for purchasing products from QTech Data Systems Limited. Please read our Warranty and Service information carefully. If you have any questions in relation to this information please call us on +64 3 366 3713 prior to installing your QTech products.

QTech Data Systems Limited undertakes to repair any manufacturing or software defects and replace or repair any faulty materials within twelve (12) months from the date of sale to the original purchaser subject to the following exceptions:

The exceptions are:

1. Fair wear and tear.
2. Faulty installation, misuse, neglect, accident, deliberate and similar causes of damage to the unit.
3. Equipment that does not bear the original Serial Number label or the label has been defaced or altered.
4. Unsuitable operating conditions, including improper installation and other influences beyond QTech Data Systems Limited control.
5. Repairs and/or alterations carried out by the Purchaser or any unauthorised third party.
6. Power supply protection parts, including fuses and other circuitry provided to protect the unit from electrical damage.
7. Damage resulting from lightning strikes and other static discharges.

Liability for replacements supplied or repairs carried out is limited to the original twelve (12) month Warranty period.

Disclaimer

In no event shall QTech Data Systems Limited nor its respective agents be liable for special, direct, indirect, or consequential damages losses, costs, charges, claims, demands, claims for loss of profit, fees, or expenses of any nature or kind.

QTech Data Systems Limited does not assume or authorise any person to assume for QTech Data Systems Limited any other liability regarding its products.

QTech Data Systems Limited warrants its products it does not imply a warranty for its use for a particular purpose.

QTech Data Systems Limited shall not be liable for any infringement or violation of copyright with respect to a specific customer's application of its products.

Warranty Service

Where the conditions of liability, as set out above, are met QTech Data Systems Limited will carry out Warranty service as detailed below:

1. Goods returned for servicing shall be adequately packaged to prevent damage in transit and shall be forwarded freight pre-paid.
2. A description of the fault/s and any other relevant information relating to the fault, together with the return address to which the equipment is to be sent, must be included with any equipment returned to QTech Data Systems Limited for repair.
3. QTech Data Systems Limited may elect, at its sole discretion, to repair or replace equipment returned for repair.
4. Where repairs to the equipment are undertaken, the repairs will be undertaken during normal QTech Data Systems Limited business hours.
5. Once repairs or replacements are complete, the equipment will be returned by a suitable carrier to the Purchaser unless otherwise instructed by the Purchaser.

Out of Warranty Service

Where the equipment is outside the twelve (12) month warranty period or is not otherwise covered by the Warranty, then the service work will be carried out as detailed above with the exception that all labour, materials and freight will be charged to the customer at QTech Data Systems Limited rates applicable at the time of service.



Product Return / Repair Request

12 Midas Place, Middleton, Christchurch 8024
Ph: +64 3 366 3713
Em: admin@qtech.co.nz

COMPANY NAME:

CONTACT PERSON:

CONTACT PH:

MOBILE:

RETURN INSTRUCTIONS:

ORDER NUMBER:

QTY	PRODUCT	SERIAL NUMBER

REASON FOR RETURN:

QTECH DATA SYSTEMS LTD - OFFICE USE ONLY

JOB NO:

RECEIVED BY:

TECHNICIAN:

DATE RECEIVED:

RFS NO:

WARRANTY

CHARGEABLE

DATE GOODS RETURNED: