



WARRANTY POLICY

Warranty Coverage

The warranty covers only defects in materials and/or workmanship, labour and the cost of parts for the repair or replacement of the product at Vantex's sole discretion. The warranty term begins on the date of shipment to Vantex's reseller or dealer and continues for 36 months. Warranty coverage is limited to the original product and no further warranty coverage is available after the end of the warranty term of the original product.

To make a warranty claim against Vantex, the customer must have purchased the product either from Vantex directly or through a Vantex reseller in Australia/New Zealand.

To obtain warranty service for the product, you must obtain, complete and forward to Vantex, a Return Authority Request Form. The Return Material Authorisation (RMA) Request Form is accessed via the internet at Vantexcare.com.au. Vantex will acknowledge your warranty claim prior to you returning the non-conforming product for warranty service.

The acknowledgment will explain where the product must be returned for warranty service.

The customer shall be responsible for saving or backing up any data contained on the product being returned to Vantex for in-warranty or out-of-warranty repairs or service.

Vantex shall have no responsibility for any such data and shall have no liability arising out of any damage to or loss of such data while the product is in its possession.

Where applicable, Vantex, at its own cost, will transport the replacement product to the customer. The replacement product will be warranted for the remainder of the warranty period of the original product being replaced.

The limited warranty provided by Vantex to the customer is not assignable or transferable.

Vantex may, at its sole option, modify this limited warranty at any time and from time to time.

Vantex reserves the right to treat any warranty claim as invalid if the product does not comply with the warranty conditions in circumstances including, but not limited to, where the product has been abused, damaged, opened for any reason or has been tampered with in any way that affects its normal functioning.

This warranty does not affect the customer's statutory rights as a consumer.

The terms and conditions of this warranty that exclude or limit Vantex's liability will apply to the full extent permitted by law. Provisions of the Trade Practices Act, 1974 (as amended) and other statutes from time to time in force in Australia may imply warranties or conditions or impose obligations upon Vantex, which cannot be excluded or modified. This warranty must be read and interpreted subject to any such statutory provisions. If any such statutory provisions apply, then to the extent permitted by law, Vantex's liability for breach of those statutory provisions will be limited at its option to the repair or replacement product(s), as contained in this warranty and its associated conditions. (Information about the Trade Practices Act can be obtained from the [Australian Competition and Consumer Commission](http://www.accc.gov.au).)

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Warranty exclusions

Upon receipt of the product(s), Vantex, its resellers as the case may be, will use the following criteria in determining warranty eligibility. If the product exhibits any of the following exclusions, the product will be void of warranty and may result in the product being returned to customer freight collect:

- Received product is not as per Vantex returns and packaging policy
- Evidence of environmental damage (corrosion, staining or use in excessively dusty environments) Regular removal of dust from airflow pathway fans is highly recommended.
- Defects or damage arising from mishandling during transportation
- Defects from normal wear and tear
- Defects from using the product other than as recommended in Vantex's documentation
- Defacing the product or removal of manufacturer labels
- Damage during installation or removal, even if accidental
- Abuse, unreasonable use, mistreatment or neglect
- The use of any non-Vantex parts
- Service or modification by anybody not authorised by Vantex or its appointed representative
- Maintenance of any attachments or associated equipment or components which are not supplied by Vantex.
 - Any electrical or other environmental work external to the product. Any software products on your system, whether or not the software product was included with or preinstalled on your system. You can find the warranty statements for these software products in the corresponding software product license agreement
- Product that Vantex determines to have been previously rejected, stolen or scrapped
- Product damaged by lightning, power surges or other natural phenomenon

Vantex is not responsible for data transfer or recovery as part of the warranty process. Any replacement unit shipped to a customer will be a Vantex product with the appropriate operating system installed.

In the unlikely event the product fails due to defective materials and/or workmanship, and you consider the product to have a valid warranty claim, contact the reseller where you purchased the product to obtain your warranty service.

Vantex does not provide warranty on products which were not originally supplied by Vantex or its authorised resellers e.g. products which have been acquired direct from overseas or from resellers who have imported products for sale in Australia or New Zealand independently of Vantex. In such cases please contact the supplier of the product for warranty service offered by the reseller.