

# GameDude Computers

## BEFORE RETURNING AN ITEM PLEASE READ!!

### **SUSPECT FAULTY COMPONENT OR SYSTEM.**

THE CUSTOMER IS RESPONSIBLE FOR CORRECT INSTALLATION OF PURCHASED COMPONENTS, FAILURE TO CORRECTLY INSTALL COMPONENTS IS NOT A FAULT AND IS NOT COVERED BY WARRANTY, WE WILL OFFER ADVICE BUT ANY TEST OR WORK CARRIED OUT WILL ATTRACT A SERVICE CHARGE. THIS INCLUDES BIOS FLASHES AND SOFTWARE UPDATES TO FIX KNOWN ISSUES.

### **DAMAGED GOODS.**

ANY ITEM RETURNED WITH IDENTIFIED DAMAGE WILL ATTRACT A SERVICE FEE, THE DAMAGED GOODS WILL EITHER BE REPAIRED IN SHOP OR SENT AWAY FOR REPAIR/REPLACEMENT. THERE IS NO GUARANTEE OF REPLACEMENT OR REPAIR OF DAMAGED GOODS AND ITEMS CAN BE REJECTED AT THE DISCRETION OF THE STAFF MEMBER INVOLVED OR THE SUPPLIER INVOLVED.

### **NON FAULTY / UNWANTED GOODS.**

A BARE MINIMUM OF 15% RESTOCKING WILL APPLY TO GOODS IN THIS CATEGORY, RETURN VALUE WILL REFLECT CONDITION, AGE AND CURRENT MARKET VALUE. GOODS THAT DO NOT PERFORM TO YOUR LEVEL OF SATISFACTION IS NOT A FAULT AND IT IS THE CUSTOMERS RESPONSIBILITY TO ENSURE CORRECT OPERATION OF SYSTEM AS WELL AS CORRECT CONFIGURATION TO ENSURE PERFORMANCE.

### **TESTING NON FAULTY GOODS**

GOODS RETURNED THAT ARE FOUND NOT FAULTY WILL ATTRACT A SERVICE FEE FOR TIME EXPENDED TESTING THE ITEM IN QUESTION. THE SERVICE FEE VARIES AND IS A MINIMUM OF \$25.00. IF A SERVICE IS GREATER THAN \$25.00 A TECHNICIAN WILL CONTACT YOU FIRST.

### **HOW DO I SEND BACK GOODS**

GOODS BEING RETURNED TO US MUST BE PACKED IN A CARDBOARD BOX AND HAVE 1 INCH OF FOAM OR SUITABLE PACKAGING MATERIAL TO PROTECT PRODUCT FROM DAMAGE. THE BOX IS TO BE LABELED CLEARLY WITH THE SENDER AND RECEIVER INFORMATION. A FAULT DESCRIPTION MUST BE INCLUDED IN THE BOX WITH THE PRODUCT