



NETECH Pty Ltd
trading as RIX Computers
ABN 49 003 081 123

Shop 8, 37 Birkin Road
Bellbowrie Qld 4070

Phone: (07) 3202 5833
Fax: (07) 3202 5844
Email: rix@rix.net.au

Warranty & Returns

Goods purchased from RIX are covered by a minimum 1 year warranty with the exception of keyboards, mice and consumable products.

Manufacturers only provide warranties on mice, keyboards and consumables for a set amount of time, normally 30 days. RIX will honour a warranty on these items for that period of time on condition that all original packaging, documentation and proof of purchase is provided.

In some instances the manufacturer provides a longer warranty period such as our desktop computer systems which carry a 2 year Return to Base (RTB) feature. LCD monitors are also packaged with additional time period warranties.

All new computer systems (Desktops, Servers, Notebooks) come with a minimum of 1yr warranty.

In most circumstances, the manufacturer of the product will provide warranty service, except on our computer systems where the warranty is performed in our shop. A speedier repair of goods will be attained by dealing direct with the manufacturer of the product. For example, LG provide a 3 year on-site warranty for LCD monitors and as such not having Rix in the middle of the repair chain will provide a more satisfactory turnaround for replacements or repairs.

All components in a dead on arrival state can be brought direct back to our shop for immediate replacement. This means the goods must be returned within 7 days. We will only refund a faulty component if a replacement is unavailable.

OUR WARRANTIES DO NOT COVER ACTS OF GOD, INCORRECTLY INSTALLED PRODUCTS OR OBVIOUS DAMAGE TO THE GOODS.

Returns - Non Faulty Items

When purchasing goods from us please choose carefully as we normally do not accept non-faulty goods.

We offer expert advice on compatibility and installation of anything purchased at RIX but cannot guarantee that a particular product will work with your system if you choose to install the product yourself.

We will always offer the option for you to bring the system in for us to advise you on the best product or solution to work with your system and we will offer to install the product.

As there are many variants of computer hardware and software, incompatibility can be a real issue. This is why we offer to install the product to identify if there will be an issue. If you have installed the product yourself and there is incompatibility and you wish to return the product, the management reserves the right to refuse the return of such products or charge a restocking fee of 10% as long as all the packaging and documentation is returned in original condition.



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Returns - Faulty Items

When you need to claim warranty on a faulty item, first contact our shop for assistance, describe the problem being encountered. We will then reply with some suggestions to fix the problem or issue a Return Authorization.

Please be aware items returned which are not faulty can incur a consultation fee of \$35.

Service Warranty

RIX Computers provides a 30 day warranty on repairs made in our service department with the exception of virus and spyware repairs.

We cannot honor the warranty if the problem is of a different nature to the original problem. In this case we will investigate and contact you with an estimated cost for repair.

Because of the insidious nature of virus and spyware no warranty can be given for the cleaning of these infections. While we are confident we can remove the offending items, these infections are normally invited onto the computer (via email or clicking on items on some web sites) and as such we cannot control users' actions once the computer has left our workshop.

We recommend a simple ruleset for virus:

- Manually update your virus scanner before reading email
- Never use the *Preview Pane* in Outlook
- Never open email attachments from people you do not know no matter how good it sounds
- Never open emails which appear to be sent from YOU
- Never open emails which appear to be sent from someone with the same first or last name as you
- Never open emails from Banks, Law Enforcement bodies, Credit Card companies, Telcos or anyone that wants information from you

To alleviate Spyware infections:

- Install a known, reputable Spyware scanner such as Adaware from Lavasoft or Spybot Search & Destroy
- Update these products and their definitions before access the Internet
- Scan your whole computer regularly
- Never download ANYTHING from the Internet unless you pay for it or you know it is from a reputable company
- Never visit illegal web sites (free music, video, file, program and porn download sites) as you will guarantee to be infected