

Warranty Terms and Conditions

1. Warranty starts from the invoice date and covers only hardware items. Software issues are not covered under warranty. Software issues are not covered by our warranty because users of computers have exclusive control of what software to install, how to configure and what operations to take place. Even most commonly used software from Microsoft have unclear number of faults and bugs which may cause unpredictable results under certain configuration, not to mention the overwhelming number of shareware and freeware available in the internet and from other unreliable sources.
2. All new computer system components include one (1) year return-to-base parts and labor warranty (with the exception of monitors, which have three-year manufacturers' warranty unless otherwise specified).
3. All new parts and accessories include one (1) year return to base or return to service centre warranty (unless specified otherwise).
4. Repair works, second hand systems and second hand parts include thirty (30) days return to base warranty.
5. Warranty periods for monitors, printers, scanners, modems, CD-RW drives and other peripheral devices vary (minimum one year) and are subject to individual manufacturer's warranties. ESS Technology normally does not handle warranty work directly for some of these items (some items are to be returned to manufacturers' service centers). Ink cartridges and laser toner cartridges cannot be returned after they are opened.
6. ESS Technology is not responsible for data loss incurred during warranty or service period. Data corruption and data loss can occur due to hardware fault, physical impact, software malfunction, virus attacks, hacker attacks, users' operational mistakes, environmental issues and many other factors. Theoretically it can occur at any point in time, including during the time the computer systems or data storage devices are being serviced by our professional team. While ESS Technology team will be extremely careful and take all precautions and measures whenever it is necessary and feasible about users' valuable data, we do not take final responsibility for customer's data security and integrity. Data backup is customers' own responsibility. Customers are urged to have at least two backup copies of critical data.
7. ESS Technology is not responsible for any damage incurred to and/or caused by items not purchased from ESS Technology.
8. Warranty does not cover damage, malfunction or failure resulting from accidents, virus, misuses or misapplication, improper or unauthorized repair, neglect, modification or use of unauthorized parts or accessories, or improper voltage.
9. ESS Technology does not support CPU over-clocking or any other hardware tampering. Customers doing so void warranty.
10. ESS Technology is not obliged to configure settings for a particular network or ISP that ESS Technology is not associated with.
11. The warranty is void if the serial number or shop label is removed.
12. All systems and parts remain property of ESS Technology until fully paid.
13. Return to base warranty means that the item will be fixed or replaced (according to manufacturer's guidelines) if returned to the service center (ESS Technology). If a technician is required to replace the item on-site, the item is still covered under warranty but the labor and travel time will be charged separately and is payable by the customer.
14. If the item is replaced under warranty, the replacement unit carries out the balance of the warranty left, it does not extend the warranty period.

Warranty Services

ESS Technology endeavors to make warranty services a smooth experience for our customers. Please use ESS Technology as a first point of contact if there are any warranty issues, we will deal with the Manufacturer's warranty on your behalf.

ESS Technology handles warranty work for all desktop systems and server systems and most of their components sold by ESS Technology within their warranty periods. ESS Technology normally does not handle warranty work for many of peripherals, accessories and consumables (see number 5 above in Warranty Terms and Conditions section). For ESS Technology covered warranty items, all you need to do is to bring in the faulty systems or components. ESS Technology team will firstly verify the fault before further actions are to be taken. Depending on the age of the systems or components, availability of individual components and complexity of the problems, waiting period can range from a few hours to a few weeks. For manufacturer covered warranty items, see the Warranty Details Attachment (attached to every invoice that contains hardware items). If assistance is needed or in doubt please contact our support team.

Contact Information

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