

## HARDWARE WARRANTY AGAINST DEFECTS

Quest Payment Systems Pty Ltd (Quest) hardware products are warranted against defects caused by faulty workmanship and materials for twelve (12) months from the date of supply for new products, and ninety (90) days from the date of repair for refurbished or repaired products.

This warranty does not apply to defects caused by the hardware products not being used in accordance with instructions, accidental damage, damage caused by external forces, liquids damage, misuse, security tamper activation, fair wear and tear, or repair or attempted repair by unauthorised persons. All warranties not referred to in this document are excluded.

Subject to Quest's rights under the Australian Consumer Law (which Quest fully reserves), our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

You agree that our hardware products will be of acceptable quality if they remain functional in accordance with their specifications and accompanying documentation for twelve (12) months from the date of supply for new products, and ninety (90) days from the date of repair for refurbished or repaired products.

The liability of Quest for the breach of the consumer guarantees in the Australian Consumer Law and all other liability in relation to our hardware products is limited to, at the option of Quest, the repair or replacement of the hardware product, the supply of an equivalent hardware product or the payment of the costs of replacing or repairing the hardware product.

If you wish to make a claim under the warranty against defects set out above or the consumer guarantees in the Australian Consumer Law, you must return the relevant hardware product to Quest within twelve (12) months from the date of supply for new products, and ninety (90) days from the date of repair for refurbished or repaired products. Freight and insurance charges to and from Quest are your responsibility.

## NEED HELP?

If you require further assistance, please contact the Quest Support team. The standard hours of operation of the Quest Support Desk are 9:00am to 5:00pm (EST) Monday to Friday, excluding National and Victorian public holidays.

**Phone: (+61) 3 8807 4444**

**Email: [support@questps.com.au](mailto:support@questps.com.au)**

**Website: [www.questpaymentsystems.com](http://www.questpaymentsystems.com)**

510-0147-04

