



all over IT Hardware Warranty Terms and Conditions

In order to provide the best service possible, if you have a problem with any equipment supplied by **all over IT** then please contact us first. A call to 0800 683 748 is all that is required. We will provide our usual service at your location if required but you need to be aware that a charge for this visit at our usual rates will apply. This document explains why this is and what is covered or excluded under most warranty conditions. If you have any questions about this, please email us at info@alloverIT.nz so that we can respond to your query in writing.

all over IT general warranty conditions are detailed in Section 8 of our Terms and Conditions available from our web site ([click here](#)). That document is also sent to new customers when they book their first appointment with us. This supplement describes our warranty conditions specifically for supplied equipment (hardware) and does not replace any conditions in the other document.

All new equipment provided by **all over IT** is covered by the warranty provided by the equipment manufacturer and/or supplier. In most cases this is a "Return to Base" warranty, not an "On Site" warranty. Used equipment supplied by **all over IT** may be covered by a "Return to Base" warranty of some type and, if applicable, this will be specified on the invoice/receipt for each piece of equipment. Any equipment supplied "As Is" has no warranty.

A "Return to Base" warranty covers repair or replacement of any new hardware under the Consumer Guarantees Act 1993 but does not include any related labour/time charges incurred by **all over IT** in doing so. **all over IT** will come to your location and assist with diagnosis of any problems, arrange for the repair or replacement of any faulty equipment, and then set up the replaced equipment as required, but the time spent by **all over IT** in doing so is chargeable. We will make best efforts to minimise this as much as possible, but this time is not covered by the manufacturers' warranty. We always endeavour to supply the best quality equipment possible so as to reduce the risk of these type of events, but failures can always happen and usually do so at the most inconvenient times (according to Murphy Law!)

If a customer does not want to pay for any time involved in a warranty repair then they are welcome to return the equipment to us and arrange to pick it up when it has been repaired or replaced by the supplier or manufacturer.

In some cases, our suppliers offer an "On Site" warranty. If this is the case, then any required repairs or replacements will be performed by the manufacturers authorised agents at the site address (your place). Please note that in most cases this is NOT **all over IT**. If you have a problem with equipment which has an "On Site" warranty and we do not need to attend to do any fault diagnosis (for example, with an obvious catastrophic failure!) then we will endeavour to put you in direct contact with the service provider to eliminate any additional costs to you incurred by our having to handle the issues.

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What we are attempting to explain here is that new equipment warranties cover only the equipment supplied and, in most cases, would actually require you to return that equipment to us and pick it up as you would from any retail outlet. Furthermore, if the equipment needs to be set up again, then the costs for that time are not covered by any warranty.

We will provide the best service possible in all cases but we need our customers to realise that our time to attend your location is not covered by any hardware warranty so we do need to charge for it. As always, should you need to contact us as a result of failed equipment, we will give you an indication as early as possible into the appointment of what the likely costs you may be.

As mentioned before, if you have any questions about this information, please email us at info@alloverIT.nz so that we can respond to your query in writing.

W & A Jackson

Bill & Annie Jackson
Directors