

Australian Consumer Law update

All products distributed by Down South Computer Services come with warranties and guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

When you purchase one of our products, you will be entitled to receive technical support. The period of technical support will be advised to you at your time of purchase and/or specified in the end user licence agreement for the product. If you have a technical problem which we cannot resolve we will either issue you with a return authorisation number to take to the place of purchase or you will need to return the product to the place of purchase and request a refund.

Goods Presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

You may return any product purchased from Down South Computers in person or online within 14 days of purchase to obtain a full refund. The above rights are in addition to any other rights and remedies you may have under any other applicable law in relation to our products. The above rights also override any right to contrary contained in the end user licence agreement for your product.

For more information about what your rights are under the Australian Consumer Law, please go to www.accc.gov.au and click on the link "For consumers".

The extent of Down South Computers warranty is limited to the cost of repair or replacement. Under no circumstances shall Down South Computers be liable for:

1. Damages to other property caused by any defects in the product, damages based upon inconvenience, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or any other commercial loss, even if advised of their possibility of such damages
2. Any other damages, whether incidental, consequential or otherwise
3. Any claim against the customer by any other party

For further information regarding these changes to warranty and to claim expenses in relation to the warranty (if applicable), please contact:

Down South Computer Services in writing, P.O.Box 5296, Busselton WA, 6280 Australia

Furthermore, to alert retail store customers to their rights at the time of purchase we will also be adding a sticker on existing product boxes which says the following:

"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 for 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. For more information visit our website at ["www.downsouthcomputers.com.au/acl"](http://www.downsouthcomputers.com.au/acl)

Vendors

ACCO Australia
 AmazeTech Limited
 Antec Inc
 Arctic (HK) Limited
 ASRock Inc.
 ASUS Technology PTE. LIMITED
 ASUSTek Computer Inc.
 AuthenTec, Inc.
 AVerMedia Technologies, Inc
 Aywun Limited
 Bitfenix Co.,Ltd
 Chenbro Micom Co., Ltd.
 Corsair (Hong Kong) Limited
 Creative Technology Ltd
 Dell Australia Pty Ltd
 Eaton Industries Pty Ltd
 Elitegroup Computer Systems Co. Ltd
 Fastec Technologies, Inc.
 Formosa 21, Inc.
 FSP Technology Inc.
 Galaxy Microsystems Ltd
 Gigabyte International Co., Ltd
 G-Style Ltd
 Hightech Information System LTD
 Hitachi Global Storage Technologies Singapore
 Innovision Multimedia Ltd
 Intel Semicon (US) LTD
 Koolance Inc
 KYE Systems Corp.
 Kyocera Mita Australia Pty Ltd
 Leadtek Research Inc.
 Lexmark International (Australia) Pty Ltd
 Microlab Electronics Co., Ltd
 NRG Gaming Systems
 Palit Microsystems Limited
 PENPOWER TECHNOLOGY LTD.
 Pine Technology Holdings Limited
 POWER DATA INTERNATIONAL., LTD.
 Repotec Co., Ltd
 Samsung Electronics Australia Pty Ltd
 Sapphire Technology Limited
 Silverstone Technology Co., Ltd
 Socomec Pty Ltd
 SONY Australia Limited
 Thecus Technology Corporation
 TP-LINK Australia Pty Ltd.
 Vantec Thermal Technologies Inc.

Technical Support

+61 2 9695 2500
 +85 2 3187 4000
 1800 222 6832
 +85 2 3759 7612
 +886 2 2896 5588
 1300 278 788
 1300 2787 88
 +1 321 308 1300
 +886 2 2226 3630
 +852 3187 4000
 +886 02 8698 3928
 +886 2 8226 5500
 +1 888 222 4346
 +65 6895 4433
 1300 790 877
 1300 877 877
 +886 2 2797 0690
 +886 2 2218 3435
 +886 2 3234 7000
 +886 3 3759888
 +852 2423 8187
 +61 856 16255
 03 85616288
 +852 2796 6855
 1800 001 685
 +852 23989698
 1800 649 931
 +1 253 249 7669
 +886 2 2995 6645
 135962
 +886 2 8226 5800
 1300 362 192
 +86 755 28291111
 +61 2 8622 8000
 +886 2 2358 2066
 +886 3 5722691
 +852 2773 9911
 +886 2 8227 3297
 +886 2 8227 1888
 1300 362 603
 +852 2687 8888
 +886 2 8228 1238
 02 93253900
 1300 13 7669
 + 886 2 2698 1788
 1300 87 5465
 +886 2 27916657