

# Limited warranty on services and purchases

Skillbank aims to provide a top quality service and as such will always try to resolve issues with as little fuss as possible. However if you are in any way dissatisfied here is a summary of your legal rights, and the limited warranty we provide on refurbished items.

## Your legal rights

Goods and services provided by skillbank are covered by the consumer rights act 2015.

You'll have legal rights if the item you bought is:

1. broken or damaged ('not of satisfactory quality');
2. unusable ('not fit for purpose'); or
3. not what was advertised or doesn't match the seller's description.

If any of these apply you have a right to a full refund at any time within the first 30 days from purchase. After the 30 day period, and within the first 6 months from purchase, if you discover a fault you have the right to a repair, replacement or (if these fail) a refund

You won't have any legal rights if: the item was damaged by wear and tear, an accident or misuse; you knew about the fault before you bought the item; or you've just changed your mind

## Limited Warranty

skillbank provides a **90 day "limited warranty"** on refurbished items. During this period we will undertake any necessary repairs – such as replacement of a hard drive; and where this is not possible due to parts not being removable or not able to be supplied in a reasonable time we will happily accept the item back for a full refund.

### This limited warranty does not cover:

Software, including the operating system (if any), trial software (if any) and pre-loaded software (if any)

Problems that result from:

- External causes such as accident, abuse, misuse, or problems with electrical power
- Servicing not authorized by skillbank
- Usage that is not in accordance with product instructions
- Failure to follow the product instructions or failure to perform preventive maintenance
- Problems caused by using accessories, parts, or components not supplied by us
- Products with missing or altered Service Tags or serial numbers
- Products for which we have not received payment or are being disputed
- Products damaged by misuse, abuse, riot, vandalism, theft, fire, flood, wind, lightning, freezing, power failure, power reduction, power surges, telephone or broadband failure or acts of God
- Cost of installation, removal or re-installation of this product or any component of the product
- Expendable items such as batteries, toner cartridges, projector bulbs and other operating supplies
- Purely cosmetic scratches, dents or other similar damages