



J2 WARRANTY

Warranty

This warranty is provided as the standard warranty with the purchase of a J2 Retail Touch screen Terminal ("**Product**").

Unless otherwise stated this warranty covers all of the Products hardware components purchased from J2 Retail.

Exclusions

This warranty **does not cover** damage or failure due to external causes such as lightning and power surges, fire, abuse or misuse, operating outside of prescribed environments, problems arising from integration of products not supplied by J2 Retail, servicing from non-authorized service agents or failure to comply with recommended manufacturer recommendations.

J2 Retail will not be liable in any way for accidental damage, theft, software or operator error arising from the use of the Product.

The Australian Competition and Consumer Law and similar legislation imply certain rights and provide certain remedies to consumers that cannot be excluded. This warranty does not affect those rights and remedies.

Warranty Period

The Product is covered by warranty for a period of 3-year parts and labour from the date of purchase.

Returns Policy

If you experience a fault with the Product within the first 90 days of purchase, J2 Retail will collect Product and provide you with a replacement. Please read our Returns Policy for more information please refer to our website www.J2retailsystems.com.au.

Repair Policy

Faulty goods returned will be repaired or replaced depending on the manufactures policies. Where possible, J2 Retail will replace the faulty goods in a prompt manner. However some goods cannot be replaced and will be sent back to the manufacture for repair or replacement under the manufacturer's warranty.

How to apply for warranty

For warranty claims please visit www.J2retailsystems.com.au and click on the service tab. An online form needs to be completed and a RMA number will be automatically generated from this form, alternatively call (02) 9584 5222 during business hours. You will be asked for a description of the fault and provided with a Return Authorisation (RA) number .

Once you have been issued with a RA number you can make arrangements to return the faulty Product to us at Unit 6 83-85 Boundary Road Mortdale NSW 2223.