

BecexTech Australia Australia Warranty Statement – Term and Conditions (Effective from 18th December 2017)

In the event that you have a warranty claim in respect of a Product delivered within Australia, you will be asked to return the relevant Product to an Australian support centre. The warranties and product support set out in these Terms and Conditions are provided by BXT International Ltd.

1. Our goods come with guarantees that cannot be excluded under 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.
2. All goods purchased from the BecexTech Australia Website come with a 12 month standard warranty unless otherwise stated. The warranty will commence on the date you receive the goods.
3. No refunds or replacements will be provided for change of mind, so please choose carefully.
4. Warranties under the Australian Consumer Law are valid from date of delivery and can be claimed from when the failure becomes apparent.
5. To claim under this warranty statement you must provide proof of purchase.
6. The age, price and condition of the goods as disclosed to you, may be taken into account when determining whether warranties apply.
7. The consumer guarantee of acceptable quality, the standard warranty or any extended warranties will not apply if:
 - you cause the goods to become of unacceptable quality or do not take reasonable steps to prevent them from becoming of unreasonable quality – for example you cause water damage to the goods or drop the goods and break them.
 - you use the goods in an abnormal manner.
 - we inform you of a particular fault or the condition of the goods and you still agree to buy them.
 - This Warranty does not apply: (a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship; (c) to damage caused by use with a third party component or product that (d) to damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external cause; (e) to damage caused by operating the Product outside Manufacturer's published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of BecexTech Australia; (g) to a Product that has been modified to alter functionality or capability without the written permission of BecexTech Australia; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Product;
8. Should your product be defective and you wish to claim under this warranty statement:
 - Please contact us info@BecexTech Australia.com.au as soon as possible. In many cases the issue can be solved quickly and easily by our experienced technical staff

- If the team are unable to resolve your concerns, you will receive written instructions on returning the goods for assessment. It is your responsibility to ensure that the goods are returned safely.
 - If possible, please return goods in the original packaging and with all accessories and pack the product carefully using foam to protect it from damage in transit.
9. If there is a major failure of the goods, you can elect whether to receive a replacement or a refund.
10. If the failure of the goods is not major and can be repaired within a reasonable period of time, we may choose to:
- provide a refund
 - replace the goods
 - repair the goods.
11. These warranties are provided by: BXT International Ltd, 1301 Bank of America Tower, 12 Harcourt Road, Central Hong Kong info@BecexTech Australia.com.au