

Hardware Terms and Conditions of Sale

Quotes

Pricing and description of the goods are valid for the period specified in the quotation or 14 days, whichever is lesser.

All hardware and software purchases will be invoiced from date of items shipping.

All prices listed are quoted ex GST.

Shipping, handling and other fees may apply.

Services work where not included in your existing Service Agreement or priced as a "Fixed Fee" Project are considered estimates and are indicative.

Changes to Project Scope of Works, may raise Project Variations and are chargeable at applicable rates.

We reserve the right to cancel orders arising from Quote Errors and Pricing changes by our Suppliers and Vendors will render this Quote null and void.

Licensing cancellations are subject to the Vendors Return Policy and/or our Reseller Terms and Conditions of Sale.

Returns

When you take delivery of our product, you must inspect it immediately. You must report to us in writing any damage, suspected defects or incorrect supply which must be received by us within 7 days of delivery otherwise we may refuse any claim you make. If our product is damaged when we deliver it to you we may accept its return and replace it with an equivalent product or credit you with the price paid, at our option. You must comply with any reporting requirements imposed by either us or a Third-Party Supplier. To return any product to us, you must obtain a Return Material Authorisation Number (RMA#) from us by contacting sales@futurelogic.com.au.

We will accept the return of our product if our product is not in accordance with your order, your proof of purchase is returned, and it is returned to us in its original condition (with its original packaging) within 14 days of the RMA# being issued by us. You are responsible for the cost of returning the product to us.

If you wish to return to us our product which we have correctly supplied to order you must let us know within 7 days of the date of delivery. If we agree to the return of such product we may charge you a handling or re-stocking fee of between of 15% of the price of product returned plus any delivery costs. If we accept the return of product which was specifically produced to your specifications or has been damaged or altered by you, we will not credit you with the price paid for it.

Full Terms and conditions are available on our website <https://www.futurelogic.com.au/about-us/service-terms-conditions/>