

Fujitsu Notebooks, Tablets and Desktops Warranty & Support

For Support, call 1800-570-503 (Australia) or 0800 438 548 (New Zealand)



Introduction

Fujitsu will provide customers, for the duration of the warranty period, a warranty for each Fujitsu branded notebook, tablet, and desktop and its component parts, from the date of delivery.

Fujitsu notebooks, tablets and desktops are covered by a 3-year Standard Next Business Day warranty as defined below, which includes both parts and labour. Fujitsu will repair or replace any defect (in material or workmanship) in the product sold by Fujitsu Australia Limited, Fujitsu New Zealand Limited or one of their authorised representatives.

All Fujitsu branded notebooks, tablets and desktops must be registered for warranty with Fujitsu within 30 days of product purchase via the warranty registration website below. Any delay in registration may cause a subsequent delay in provision of services.

<https://www-s.fujitsu.com/au/whitepapers/product-warranty.html>

Product Repair Services

Standard warranty

Metro Locations

Fujitsu's standard warranty for metro locations is Next Business Day on-site which includes the cost of labour, travel and spare parts, provided that the product is located within 50kms (by road) of the GPO in Sydney, Brisbane, Canberra, Melbourne, Adelaide, Hobart, Darwin and Perth.

On-site warranty service will be provided on a 'Next Business Day' basis, between 9.00am and 5.00pm local time Monday through to Friday (excluding Public Holidays).

A service call must be logged before 3.00pm on the current business day to receive a Next Business Day onsite service. Where a call is logged after 3:00pm Fujitsu may attend on the second business day.

Non Metro Locations

If the product is not located within the 50km radius of the GPO, a courier Pick Up Repair Return (PURR) service is available. The defective product will be collected from the customer and brought to a qualified service point (service partner or repair centre) for repairs.

To check for available coverage by area and location, please visit the website below.

How to log a service call

Warranty calls can be logged with Fujitsu on:

For Australia

Toll Free: 1800 570 503 (24hours/7 days a week)
+61 2 8575 8863
Email: response.centre@au.fujitsu.com

For New Zealand

Toll Free: 0800 438 548 (24hours/7 days a week)
+64 9 921 8114 Email: support.desk@nz.fujitsu.com

You will be requested to provide the following information:

- Name and address
- Contact telephone number
- Location of equipment
- Date of purchase of the equipment
- Product and serial number
- Model, specification and configuration information
- Brief description of the problem (short clear description)

An engineer will be allocated and paged and the product repaired on-site (or returned to the qualified service point for repairs if outside of the 50km radius).

Note: Non warranty service calls may also be logged. A quote will be provided and Customers will be required to agree to the quote prior to commencing work.

<http://www.fujitsu.com/downloads/AU/service-location.pdf>

Alternatively if the product is not located within the 50km radius as above, onsite service is available, however a travel charge will be incurred based on the Fujitsu Customer Support rates applicable at the time of the service call. Customers will be required to agree to a quote prior to attending site.

Fujitsu must be able to make contact with the customer to diagnose the fault and set an attendance window prior to any onsite attendance.

On-site service refers to an on-site visit by a technician, if required, to investigate a fault and instigate a repair. Where Fujitsu is unable to fix the fault on the initial onsite visit, Fujitsu will endeavour to return to site to complete the repair in a timely manner. Where a repair is not able to be achieved onsite, Fujitsu reserves the right to take the device back to our repair centre to complete the repair.

Warranty Terms and Conditions

Warranty commences upon delivery to the customer OR after installation (if carried out by Fujitsu).

- Fujitsu does not, as part of this warranty, cover third party software or documentation.
- In the event of a system failure, Fujitsu will not be responsible for providing or re-loading any software other than the original Fujitsu operating system, except where offered as an optional service.
- Fujitsu is expressly relieved of any and all liability for the loss of data and information occurring in the course of providing services. A regular data backup by customer is recommended when using any computer hardware or software. A data backup is required prior to service activities, as Fujitsu will not bear any liability for loss of data during service. Please note that you, as the user of the device, bear the sole responsibility for a complete data backup including application and operating system software.
- Warranty does not cover repair of a system where a security feature has been activated and the password(s) cannot be provided.
- The warranty does not cover product that has not been used in accordance with its specifications.
- The customer must provide proof of purchase upon request.
- Replacement parts provided by Fujitsu during warranty service shall either be new or equivalent to new in performance. All replaced parts shall become the property of Fujitsu. Fujitsu cannot be held responsible for any data on removed media. Customers may request for the media to remain in their control, in which case the cost of the part will be invoiced to the customer.

- The Fujitsu warranty will be treated as invalid if the equipment has been damaged or rendered defective as a result of:-
 - accident, misuse or abuse
 - mains supply electrical surges or lightning strikes
 - water damage or other acts of nature
 - any form of service or interference by anyone other than Fujitsu or a Fujitsu Authorised Service Provider
 - modification to the hardware and/or software sold by Fujitsu to the purchaser without the written permission of Fujitsu, and
 - the use of parts not manufactured or sold by Fujitsu
- Fujitsu does not, and will not, provide warranty on any non approved Fujitsu products, either hardware or software.
- If Fujitsu determines that the equipment is not defective within the terms of the warranty, the customer will pay Fujitsu all costs of handling, transportation, travel, and labour, and for any customer approved repairs at Fujitsu's then prevailing rates.
- Other than as stated in this warranty, and apart from any warranty or condition implied by law and which cannot be excluded, all conditions and warranties are excluded to the full extent allowed by law.
- These warranty provisions are subject to any statutory provisions mandatorily imposed by any consumer protection or manufacturers warranties legislation. To the extent Fujitsu is entitled to do so; Fujitsu's liability will be limited at its option to the replacement of a product, the supply of an equivalent product or the repair of a product, or the payment of the cost of doing any of those things.



Contact

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About Fujitsu

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. As one of the largest ICT companies in the Australian and New Zealand marketplace, We partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand has earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).