

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

NEW 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 of a new item, if you discover a fault you have the right to a repair, replacement or (if these fail) a refund. That would apply to any parts fitted during a repair or NEW items we sold to you as part of our service.

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