

POLICIES AND CUSTOMER INFORMATION

Refund, Return and Warranty Policy

Clean Media offers our customers a 7 day Return & Refund guarantee on all purchases which specifically and exclusively means that if you notify Clean Media about a defective / DOA (dead on arrival) product which you have purchased from Clean Media within 7 days of receiving the product, Clean Media will process your refund request as expeditiously as possible according to Clean Media's internal processing procedures.

However, to take advantage of Clean Media's Return & Refund guarantee policy, Customer agrees to comply with Clean Media's Product Return Procedure set forth below. Any breach of Clean Media's Return Policy Procedure will result in the loss of Clean Media Return & Refund guarantee. Furthermore, all return shipments not in compliance with these instructions will be rejected.

Customers may cancel their order at any time before payment and order has been processed without penalty. ANY cancellation of orders after payment processing and invoicing of goods, delivery of goods to customer or any time during the shipping process will be charged the FULL cost of the invoice.

RA Processing Time

The time frame for processing any Return, Refund & Warranty request will vary considerably according to the manufacturer & type of product. The processing time can be more than 7 days from the date of the RA request. If you notify Clean Media after 7 days of receiving the product, Clean Media's Return & Refund guarantee policy will not apply. Instead in this case, please contact the manufacturer directly for warranty, repair & replacement under the terms and conditions of the manufacturer's warranty.

Returning Goods to Clean Media – Who's Responsible?

Consumers will be solely responsible for returning the goods to Clean Media for Return, Refund & Warranty. Customer agrees to use only reputable carriers capable of providing proof of delivery and insurance for the entire value of the shipment. Please read "Product Return Procedure" for more information. Please note any product return for faulty issues will incur a return shipping charge if the products have no faults at all

Warranties

Clean Media is a reseller only. Products sold by Clean Media are not manufactured by Clean Media. The products may, however, be covered by each manufacturer's warranty, service, and support policy (if any). Clean Media assigns and passes through to the Customer any warranty of the manufacturer, and Customer acknowledges that it shall have recourse only under such warranties and only as against the manufacturer of the products.

Please contact the manufacturer directly for any defective or malfunction. Manufacturer information is printed on the packaging or user manual. Feel free to email or call us for support. Clean Media do not offer instant replacement or advance

replacement. We try our best to speed up the process of warranty returns provided all products returned are meeting the warranty terms and conditions. Warranties generally can take from 10 - 15 business days or more.

Clean Media MAKES NO REPRESENTATION OR EXPRESS WARRANTY WITH RESPECT TO THE PRODUCT EXCEPT THOSE STATED IN THIS DOCUMENT. Clean Media DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AS TO ANY SUCH PRODUCT, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTIES ARISING FROM STATUTE, TRADE USAGE, COURSE OF DEALING, OR COURSE OF PERFORMANCE.

Delivery and Return Policy

Your total cost for purchase of any product will include shipping and handling charges shown on the Clean Media invoice. The customer is responsible for return shipping. We realize that it is not your fault if a product is defective, but please understand it is not our fault if a product is defective -- we ship what our distributors (suppliers) & manufacturers provide us with. This is why we share the shipping costs associated with a return replacement. The customer will pay for return shipping, and we will pay to ship the replacement. We cannot offer our everyday low prices and absorb the full cost of handling return shipments. Please note that customers are responsible for all freight charges for re-deliveries, incorrect delivery details and these are added to the invoice total.

Payment Ways and Terms

Orders: An order is not binding upon Clean Media until it is accepted & approved by Clean Media; Clean Media must receive payment before it will accept, approve & process an order. Payment for product(s) ordered is due prior to shipment & back orders (pre-order).

Clean Media will only accept payments made by:

Direct Deposit transfer only
Cheque
Cash

Please note orders have not been paid or process within 10 days will be automatically cancelled.

Price Protection

Our pricelist is updated frequently to ensure that you'll get the latest products and correct pricing available, and that you receive all of the latest savings. At the time you make a purchase you agree to the listed price and that price are subject to change in some circumstances.

We are unable to make a price adjustment after an order has been shipped. However, if you notify Clean Media prior to the shipment of your order, we would be

happy to make the price adjustment for you. Please note, that we may make misprints and human errors, Clean Media reserve the right to make changes and corrections in prices, products and specifications without notice.

Prices are given upon updates from our suppliers. Prices are effective for 7 days of time of quoting, however Clean Media reserves the right to alter the price if the supplier changes pricing by more than 5% per item, notification will be given to the customer(s) before the order is placed and payment made.

Why Shop with us?

Clean Media are a Tasmanian Based company who provides IT services to customers all over Australia. We provide competitive prices for computer parts and combo bundles as well as our own CM Systems. Our prices for our systems are based upon usage of the parts of the highest quality. We do not use generic no name parts for any of our system builds as we want to give the highest quality systems to all customers. All other parts are sourced on known reliability as well as best price available. Our systems may not always be the cheapest systems available online and via quote, however we can guarantee that our products are of the highest possible quality. If you find a product, comparable to our own, that is at a lower price we will, without making a financial loss, adjust our prices to match.