



Winthrop Australia - Service and Repair Terms and Conditions

A Fee of \$85.00 including GST applies for all service work not covered by manufacturer warranty. This includes (but not limited to) providing quotes, software repairs, 'no fault found' repairs, and other non-warranty hardware issues. Should the repair be authorised, the initial fee is waived and the normal labour rate applies.

After the book in of a device, quotations will be provided for any chargeable out of warranty or non-warranty work before commencing with the repair. To proceed with a repair quote, the customer must pay for the repair in full, or provide a purchase order (in the case of customers with an account) authorising us to go ahead and order parts for the repair or commence with any labour as per the provided quote.

Most out of warranty repair service parts are non-returnable once they have been ordered. When approval is given by a customer for a repair to commence and payment has been made, parts will be ordered and the repair will be completed. We are unable to refund any money paid if you simply change your mind after you have approved a quote and we have ordered parts to repair a device.

Your data is your responsibility, please ensure you have full working backups of any critical data you may require before bringing your device in for repair. Winthrop can provide backup services if required, but these are chargeable and depending on the issue your device has, there is no guarantee that we can retrieve all, or in some cases any, critical data from devices. Whilst we will take the utmost care with your data, sometimes computer components fail. Winthrop Australia takes no responsibility for any data loss or for any issues arising from loss of data, it is your responsibility to make sure your information is properly backed up in the first place.

Apple Specific:

Apple service parts or products are new, or equivalent to new in reliability and performance.

Apple may use your personal details to contact you in regard to your repair. This is about your service experience only, and not about Apple or its products.

Subject to a consumer's statutory rights, replacement parts that are used for a covered repair under warranty will be warranted for the remaining term of Apple's warranty, or 90 days, whichever provides the longer cover for the customer.

Replacement parts that are used for an out of warranty machine have a 90-day Apple warranty, subject to a consumer's statutory rights.