

## **Privacy Policy**

At Restart we appreciate that you value your privacy and wish to have your personal information kept secure. Our privacy policy describes generally how we manage your personal information and protect your privacy. We shall also ensure that we comply with our obligations under the Privacy Act 1988 (Cth).

At Restart we only collect personal information that is necessary for us to conduct our business as an IT service provider. The personal information we collect will include information you give us when you place an order for the purchase of a good or service we supply. We may also collect personal information about individuals who are not customers of our business, but whose personal information is given to us by those individuals or other people in the course of a transaction. This personal information will include your name, address and contact details, and may include other personal information about individuals we collect in the course of a transaction.

We may also collect some information from you when you use our website [www.restart.com.au](http://www.restart.com.au). Your use of the information and services available through our website will determine the type of information that we collect about you. Please note that we do not store your credit card number on our servers.

The only personal information that we collect about you when you use our website is what you tell us about yourself, for example, when you complete an online form, or information you provide to us when you send us an email. Please note, we will record your email address if you send us an email.

We respect your privacy. Any personal information that we collect about you will be used and disclosed by us so that we can provide you with the services that you have requested, or otherwise to enable us to carry out our business as suppliers of goods.

Please be assured we will not disclose information about you unless the disclosure is required or authorised by law, you have consented to our disclosing the information about you, or for another purpose (related to the primary purpose of collecting that information) that you would reasonably expect.

We may also use your personal information to provide you with information about other services offered by us. In accordance with the Spam Act 2003 (Cth) we shall remove you from our mailing list should you no longer wish to receive our promotional information.

Under the Privacy Act 1988 (Cth) you have a right to request access to your personal information held by us. You may do this by sending us an email at [info@restart.com.au](mailto:info@restart.com.au) or by writing to us at:

Restart Pty Ltd  
52 Glen Eira Rd  
Ripponlea, Victoria 3185

## **Refund & Return Policy**

Restart is only able to offer refunds in cases where items are faulty, damaged or incorrectly advertised, within 14 days of purchase. This is strictly on the basis that the item is not defective as a result of misuse. At Restart's discretion a store credit may be offered for the purchase price less delivery and installation fees if the product is in its original packaging, unopened and sealed. However a restocking fee of 20% or \$25 (whichever is higher) will apply. Please contact our office if you would like to request a refund.

All returns will be checked before the store credit is issued. Return postage is at the customer's expense.

## **Warranty Policy**

Where applicable, the warranty offered for the products sold by Restart are the manufacturer's warranty. Where applicable, Restart may assist in arranging warranties with the manufacturer/distributor. This service will be at the customer's cost unless stated in writing as included as part of the original purchase.

Where applicable, Restart's warranty is limited to replacement of the item or refund of the purchase price, to be determined by Restart.

## **Limitation Of Liabilities**

Under no circumstances will Restart be liable for any direct, indirect, special, incidental, consequential, or other damages resulting from any product or service purchased from Restart beyond the value of the item purchased, including, without limitation, any lost profits, business interruption, or loss of programs or information. Restart reserves the right to change any specification, design, model and or other information without notice.

Restart may revise these terms at any time. Use of this website is subject to the revised terms.