

DuetBackup.com

INVOICES & PAYMENT PROCESS

Payments are processed via 10 Day or 30 Day Credit Invoices.

30 Day Credit Application Form are available by contacting DuetBackup.com via phone or email.

CREDIT CARD PAYMENTS:

We use eWay to process your Credit Card payments.

eWay stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

DELIVERY OF GOODS

Delivery of Goods are generally carried out by TNT Freight Transport.

Within Melbourne and surrounds delivery maybe carried out by a DuetBackup.com representative.

RETURNS POLICY

Any product that is returned due to quality or failure issues will be evaluated in accordance with our Warranty procedure and dealt with accordingly.

Goods that are returned due to incorrect ordering will be subject to a restocking fee of 10% unless they are exchanged for an alternate product.

TOOL WARRANTY

Any new tool/Parts purchased from DuetBackup.com are warranted to the original purchaser against defects in materials and workmanship for a period of (1) year from the original date of purchase. Under the terms of this warranty, DuetBackup.com, at its option and F.O.B. either its factory or an authorized service centre, will replace or repair for the original purchaser, free of charge, any part or parts, found upon examination by DuetBackup.com, to be defective in material or workmanship or both. If any product or part is replaced or repaired under the terms of this warranty, that product or part will carry the remainder of the warranty from the date of original calibration. We are proud to offer a 100% satisfaction money back guarantee on all purchases based on the following criteria:

1./ REPAIRED TOOL WARRANTY

Once a tool is beyond its new tool warranty, DuetBackup.com., for a period of three (3) months from the date of repair, will replace or repair for the original purchaser, free of charge, any part or parts, found upon examination by DuetBackup.com., to be defective in material or workmanship or both. If any product or part is replaced or repaired under the terms and conditions of this warranty, that product or part will carry the remainder of the warranty from the date of original repair. To qualify for the above mentioned warranties, written notice to DuetBackup.com must be given immediately upon discovery of such defect, at which time DuetBackup.com will issue an authorization to return the tool. The defective item must promptly be returned to DuetBackup.com. All freight charges prepaid. When returning a tool, the reaction arm/s being used with the tool must also be returned.

2./ EXCLUSIONS FROM WARRANTY

At DuetBackup.com sole judgment, tools or accessories that have been altered, damaged, misused, abused, badly worn due to excessive utilization, lost, or improperly maintained will NOT be covered under the terms of this warranty. Tools returned without the reaction arm/s will not be covered under the terms of this warranty. Tools that have been relabelled without prior written consent of DuetBackup.com will not be covered under this warranty. Equipment and accessories not manufactured by DuetBackup.com. (Measuring equipment, etc.) are warranted only to the extent of the original manufacturer's warranty.

*There is no other express warranty. Implied warranties, including those of merchantability and fitness for a particular purpose are limited to one year from date of calibration and to the extent permitted by law. Liability for consequential damages under any and all warranties are excluded to the extent exclusion is permitted by law.

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