



BLACK BOX® - TERMS & CONDITIONS

Pricing

Every effort has been taken to ensure product accuracy. However, factors beyond our control may change costs. Black Box Network Services reserves the right to change prices accordingly.

Products

Specification and particulars in relation to the products shown in this catalogue are subject to change without prior notice.

Credit Card or Cash - for Your Convenience

Use your Visa, MasterCard® or American Express® cards or credit can be established by calling one of our account representatives for approval. Once your account is established, payment will be required within 30 days of the date of purchase. We also offer direct bank deposit to our bank account - call for details. **No transaction fees when purchasing with Visa or Mastercard®.**

Flexible Delivery Arrangements

Quality products can't help you if you can't get them fast. Responding to your requests, we offer several delivery alternatives. Normally we deliver products via ground or air freight. Need it urgently? We can deliver by Air Express at your expense. Call for details. All delivery charges are prepaid and added to your invoice.

Custom Cables

We offer a custom cable manufacturing service. The cables are manufactured to the highest standards. Most of our custom manufactured cables come with our lifetime guarantee, which means that if it ever fails, we'll replace or repair it (abuse excepted). As with any custom made to order product, once ordering and manufacturing has commenced, we are unable to accept cancellations. All custom products (including custom manufactured cables) are not returnable for credit.

Economical Repairs

Even if your product is out of warranty, you may return it for repair. First, get a return authorisation number from our Technical Support department by calling 1300 73 5566 or NZ 0800 653 219. Then return the product to us, freight-prepaid. If repair costs are expected to exceed 30% of the current retail price, we will inform you and request that you inform us in writing that you will accept the full cost of the repair. Following repairs, products are covered by an additional 90-day limited warranty on parts and labour.

Our Product Guarantee

All of our standard products are backed by our 30-day money-back guarantee. (Specially constructed or customised products, tools, testers, custom -made cables, and software are not returnable unless otherwise indicated in the catalogue.) If you're not satisfied with a product, simply call our Technical Support department for a return authorisation number and return the product to us within 30 days of delivery of the product. We'll credit your account as quickly as possible. Once a return authorisation number has been issued, you should return the unit within 30 days of the delivery and invoice date. After 30 days from the delivery date, we cannot accept any product returns. Deliver your return prepaid to: BLACK BOX® Network Services and be sure to return your equipment in its original packaging. If you've damaged the product but it's still repairable, there will be a minimum 20% restocking fee. If the product is damaged beyond repair, we will have to charge you the full invoice price. If ordering a quantity of a particular product, we recommend you purchase one or two units to test in your application. Our Technical Support engineers are here to assist you in determining your requirements; however, the best solution is often to test the product in your application. We will not accept more than two units for credit under our 30-day money-back guarantee.

Generous Warranties

All BLACK BOX® products are backed by a minimum one-year depot warranty. BLACK BOX® warrants that all products sold will be of new materials and free from defects in materials or workmanship for a period of one year from date of delivery. We'll repair or replace (at our option) all defective products returned freight-prepaid to our factory. Warranty replacement units may be delivered from our inventory or reconditioned units. All other warranties express or implied, are limited to restrictions of this warranty. Product abuse, alteration or misuse cancels all warranties. The warranty does not cover damages incurred by lightning or other natural/electrical forces exceeding the stated limits of the product. No liability is assumed for any consequential damages resulting from the use of a product. This warranty is in lieu of all other warranties, express or implied, including but not limited to the warranties of merchantability and fitness for a particular purpose. State laws may offer other rights in addition to those above.

Extended Warranty

When placing your order, you maybe able to purchase three years of warranty protection for a nominal fee. This gives you three years of extended factory repair service. Ask us about this option.