

The Good Guys Terms & Conditions for Repair Items

1. You have submitted your goods to The Good Guys for assessment and/or repair.
2. The Good Guys does not assess or repair goods itself but will send your goods to a repair company which has been approved by the manufacturer of the goods.
3. If you are entitled to a free repair under your consumer guarantee or manufacturer's warranty your goods will be repaired free of charge.
4. If you are not entitled to a free repair under your consumer guarantee or manufacturer's warranty (for example because you have caused a fault yourself or because these rights have expired) The Good Guys will provide you with a quote from the repair company for the cost of doing the repair. You may accept or reject this quote. If you accept it your goods will be repaired by the repairer and you will have to pay for this repair and the assessment.
5. Where you have to pay for a repair or a quote for the goods to be repaired, The Good Guys will maintain a lien over the goods and only return the goods to you once you have paid The Good Guys for the repair, the quote or the assessment.
6. If your goods have been submitted for assessment and no fault can be found with your goods they will be returned to you after payment of any costs.
7. The Good Guys aims to return your goods to as soon as possible. However, The Good Guys cannot guarantee return times, and assessments and/or repairs may take longer than initially expected. In particular, return may take longer especially if you delay in accepting a quote for repair. The Good Guys shall not be liable for any delay in the goods being assessed, repaired and/or returned to you, regardless of reason.
8. If you have any other queries about your goods whilst they are being assessed or repaired you should contact The Good Guys store where you delivered your goods for repair.
9. As soon as practicable after The Good Guys receives your goods from the repair company The Good Guys will contact you using the contact details provided by you. If The Good Guys has tried to contact you and is unable to do so after reasonable attempt; or you do not collect your goods within a reasonable time of being notified that The Good Guys has your repair, The Good Guys may treat the goods as abandoned and (subject to the law) dispose of your goods and The Good Guys shall have no liability to you for doing this.
10. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.
11. It is possible that, during assessment or repair, user-generated data stored on your goods or storage media may be erased. The Good Guys suggests that you back up any such data before submitting the goods for assessment and/or repair. Examples of user-generated data are: songs, photos, contact details, games, documents, videos and other forms of data created by the user. Neither The Good Guys nor the repair company accepts any liability for the loss of such data.
12. Nothing in these Terms and Conditions shall be read or applied so as to exclude, restrict or modify or have the effect of excluding, restricting or modifying any condition, warranty, guarantee, right or remedy implied by law (including the Australian Consumer Law) which by law cannot be excluded, restricted or modified
13. Products repaired with refurbished parts must be indicated as such on a repair report to be provided with the goods when returned to the customer or The Good Guys. Where a unit submitted for repair is replaced with a refurbished product of the same type, the repair report must indicate that the replacement has been refurbished and state the model number and serial number of the replacement product.