

Radioactive Networks - Warranty

Radioactive Networks warrants our products for a period of 12 months from time of purchase. The product must be returned to us along with a detailed description of the fault, the details of the purchaser, date of purchase, serial numbers, and invoice number. If you cannot provide any of these, we will do our best to find them for you anyway.

The product can be returned in person, by mail or by courier, at your expense. We will not be liable for cost of removal, fault finding, re-installation or transport.

Products under warranty will be repaired or replaced at our discretion free of charge. We take no responsibility for products that have been subject to misuse, and will not be responsible for any costs as a consequence of misuse.

Our products are engineered as far as possible to be protected from electrical surges and lightning strikes. However, our products are not warranted for damage due to electrical surges or lightning strike, with repair costs payable.

There are guarantees under Australian Consumer Law that cannot be excluded. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure is not a major failure.

We retain ownership of all good supplied until we have received payment in full.