

ProtectItSafe Warranty Terms and Conditions

ProtectIt Ltd agreement (hereinafter called The Company)

Warranty

ProtectIt Limited (“the company”) offers a five (5) year warranty from date of purchase against malfunction of the following components:

- Hard Drive
- Drive Enclosure
- Water Cooler Components
- Power Adaptor

to the original purchaser who has completed the warranty registration procedure.

A; What Our Warranty Covers

Subject to paragraphs C and D below we warrant:

1. That the “ProtectItSafe” products will perform up to the following minimum standards
 - 1.1 being surrounded by intense fire [to a maximum of 800 degC] for up to two hours;
 - 1.2 being submerged in water; *(to a depth of 10 mt for 10 days)*
 - 1.3 the inner enclosure being crushed to the force of a 16 tonne digger.
2. The hardware provided by us is free from defects in materials or workmanship.
3. Replacement parts provided are free from defects for the remainder of the warranty period or 90 days from the date of purchase whichever is the later.

B; What We Will Do In The Event Of A Claim

Should the ProtectItSafe hardware fail within the warranty period we will:

1. Repair or replace any defective components; or
2. Assist you with data recovery; or
3. Refund your purchase price.

C; What Our Warranty Does Not Cover

Our warranty does not extend to components other than those listed above. In particular no warranty can be given on software or in relation to the compatibility of ProtectItSafe products with your existing computing set up.

The warranty does not extend to any product which has been tampered with in any way (including the removal of the serial number), that has not been serviced, that has been infected with a computer virus, that has been affected by the use of defective or incompatible accessories or has suffered damage as a result of a power surge.

D; Your Responsibilities

The original purchaser must ensure that the industry recommended power surge protection is used at all times.

The purchaser is responsible for ensuring ProtectItSafe is compatible with their existing computing set-up.

The original purchaser must complete product purchase registration within ten (10) days of the date of purchase.

The purchaser must notify the company of any claim in accordance with the procedure set out below.

E; Data Recovery Service

The company will assist the original purchaser to recover data stored on the product in the following ways:

1. By providing email or telephone support to assist in recovering the data; or
2. By the company meeting the costs of shipping the product back to the company's headquarters or authorized service agent. If data recovery is successful a replacement product will be loaded with the original data and shipped back to the original purchaser; or
3. If data recovery is not successful the company will supply a replacement product (which may be a factory refurbished product) to the customer.

The company cannot guarantee that any data will be recoverable. Only one instance of data extraction per product is covered under this warranty.

F; Limitation of Liability

The company's good faith attempts to restore and recover data in accordance with these terms and conditions shall be the purchaser's sole and exclusive remedy and the company shall not be liable for any lost profit or for special, indirect, incidental or consequential damages of any kind whatsoever. In particular, the company is not responsible for any loss of data, including but not limited to Intellectual Property. The company's entire liability to the purchaser for actual damages arising in all situations including non-performance by the company in respect of the subject matter of this warranty shall in all events be limited to the amount actually paid by you for the product that is subject to a claim or breach of this warranty."

ProtectItSafe Shipping

Your purchase will be Couriered using the most efficient way as determined by ProtectIt Ltd, both time and cost will be taken into account when choosing the appropriate Courier service.

ProtectItSafe Support

If the unexpected happens and you need to contact us for support, we give you our assurance that the issue will be handled in a professional manner to enhance a speedy resolution.

ProtectItSafe Claim Procedure

Purchaser is to email the Company and inform us of the claim under the warranty.
Purchaser is to state the problem in detail.
Purchaser is to include the Serial Number of their ProtectItSafe.
Purchaser is to give their full contact details, (address, phone number and email address)
The Company will make contact as soon as is possible and advise the best resolution to the problem

Privacy Policy

Upon registration of your ProtectItSafe you will be asked for personal contact information.
This information will be held by ProtectItSafe for contact and warrantee only.
Your details will not be shared with a third party.
You the purchaser reserves the right to request your details be deleted at any time,

These terms and conditions may be updated at any time by ProtectIt Ltd (*Last update 21st Feb 2009*)