

Warranty Terms, Conditions and Information

Revised – 17/07/2026

Australian Consumer Law (ACL) applies to all goods and services sold to consumers, regardless of the warranty notice used. Consumer guarantees cannot be excluded or limited by any warranty terms, ensuring that consumers have basic rights to repairs, replacements, or refunds.

What does the warranty cover?

- Any device(s) that have been swapped or repaired under warranty will still be under warranty until the original warranty's expiration date unless the warranty is extended.
- Any item purchased which comes with a warranty provided the warranty's conditions are met and your warranty is still valid.
- Any accessories sold with item will also be covered under warranty.
- A valid claim under warranty that is within the warranty's guarantee.

What the warranty does not cover

- Any device that has been opened or modified in way that is not intended by an end user by any entity not approved by (Karlin Sims). EG. Removing a laptop chassis exposing internals.
- Any faults that are detailed on the receipt
- Damage caused by the user
- Any part(s) or item that has been damaged through misuse EG. Using device in environments that are unsuitable or by using the device not as intended.
- A warranty out side of its expiration date
- Change of mind returns (If you are not satisfied I may be able to sort something out but this is not a part of the guarantee.)
- Loss of data that has been stored on devices (I take no responsibility for any data loss that occurs, please backup any data you have!)
- Any programs that were not explicitly guaranteed (Unless of course they were paid for)
- Software and program faults (Please contact if you have an issue as I may be able to help)

What if the warranty does not cover my item?

In this case it is likely because user damage has occurred or the conditions of the warranty have not been met, if so then we may be able to perform a repair for a specified charge. It is still often worthwhile reaching out even if you are no longer covered.

How long does the warranty last ?

- The warranty period will be noted on the receipt and starts from the date the item is purchased unless an extension to the warranty is provided, in which case the extension of the warranty will be honoured.

What I will do to amend problems covered under warranty

Depending on the issue we will either repair, refund or swap the device that is covered under warranty. It will in almost all cases follow this order :

(1) Repair the device covered by warranty

- A repair will be performed in order to amend any issues that are covered under warranty.
- Parts used to repair the device may either be new or refurbished parts.
- Parts used will not cause the condition of device to be inferior to the condition it is in when brought in for a repair covered by warranty nor will any functionality of the device be lost.
- In most cases you will need to organise a time to bring the device back to me.

(2) Swap the device covered by warranty

- The device will be swapped for the same model device in the same condition with the same device specifications as the device that is covered by warranty.
- The device will be swapped based on the condition that it is in at the time of claiming it under warranty and NOT the condition it was purchased in.
- Sometimes the device can also be swapped with another device that is NOT the same as the original one purchased IF it is agreed upon between both parties, If there is a difference between the two items cost then that will be accounted for. The offer of this option is NOT guaranteed and it is at the discretion of (Karlin Sims).

(3) Refund the device covered by warranty

- A refund will be given if the device is covered by warranty but only if the device is unable to be repaired or swapped.
- A refund may be given regardless of whether the device is repairable or able to be swapped but it is at the discretion of (Karlin Sims).

How do I get in contact regarding my warranty?

You can get in contact regarding the warranty and to claim under the warranty by using any of these contact details :

Phone : 0416572277

Email : kingheart.kh@protonmail.com

What must I do to keep warranty in effect without voiding it?

- (1) You must keep your customer copy of the receipt for the item(s) purchased so it can be presented upon claiming under the warranty.
- (2) You must not have the device repaired or opened by a 3rd party unless the 3rd party has been approved by (Karlin Sims) , upon approval a record will be kept retaining information regarding the approval and conditions of the approval may be stated and recorded if any conditions are broken regarding the approval then the warranty will be void.
- (3) You must make a claim for anything that is covered by warranty as soon as possible as further **evident** damage caused by prolonged use of a device with a known fault without having made a claim under warranty may void the warranty or only cover the initial fault as the damage will be deemed user damage.

What happens if the item was delivered or posted and there is an issue with the item?

- If there is an issue you will need to provide evidence of the issue through one of the contact mediums given, If it is an issue where there is no way to show evidence or unnecessary to show it then this rule does not apply.
- You will need to provide evidence of the issue if you want to have return postage covered.
- If you have refused to give evidence and return the item for repairs, replacement or refund and the item is found not to have a fault or is not covered by warranty you are responsible for postage costs to have the item returned.
- If the issue can be fixed remotely then it is up to you to co-operate in order to fix the issue, this may involve allowing remote access to a device or by following instructions given.
- If an issue can be resolved remotely without a return, costs of repair will be covered given I am at fault but quotes will be required and unless unreasonable the most economical option will be taken.
- If it is my responsibility to cover return postage it must have cover included for 'lost or stolen items' unless I agree not to. I may request for this to be disregarded and take responsibility if this option is not chosen. In the event where failure to include coverage for lost or stolen items occurs and where I have not agreed to disregard it, I will not take responsibility for lost or stolen items.
- Any postage costs incurred if the product was purchased with a major fault or not as described will be covered BUT before returning the item a quote must be given outlining the postage cost, I will require you to cooperate in finding an affordable postage alternative method to return. This may involve sharing package details so a more affordable postage option can be calculated and chosen, this is to reduce costs.
- Postage may not be refunded on returns if you do NOT contact with an agreed cost of return postage and you do not supply a receipt of the postage or if either of those conditions have not been met.
- If the quote is slightly different from the actual costs of the return postage by a *small amount due to **reasons out of your control then you will be refunded the amount you paid.
- * A small amount is defined as up to \$5 difference from the quote amount.
- ** Reasons out of your control for example may be because your local post office change prices between the time of the quote.

Abusive or Threatening Conduct

We do not tolerate abusive, threatening, or intimidating behavior toward our staff or representatives.

Where a customer engages in conduct that causes reasonable concern for personal safety, we reserve the right to:

- Refuse in-person contact or access to our premises
- Require all communication to occur in writing only
- Require returns or repairs to be handled exclusively via courier or third-party service providers
- Terminate any discretionary or non-statutory services

Nothing in this clause limits or excludes any non-waivable consumer rights under applicable law; however, such rights will only be fulfilled in a manner that does not compromise personal safety.

Extra information

- This is not a change of mind guarantee, it is a guarantee that the items sold are working and good.
- When contacting for any issues I will not tolerate abuse, aggression, accusations or any kind of threatening behavior. I request that you contact me respectfully and I will do my best to resolve any issues if it is my obligation to do so, and sometimes also if it is not my obligation. Treating me with respect is more likely to result in a positive outcome, making demands or intimidation will not lead to any greater positive outcome.
- You have every right to contact even outside of the warranty, even if the warranty is no longer in effect I can often still help resolve issues. It is not a no-contact point once the warranty ends.