

Hardware Warranty

Quest Payment Systems (Quest) hardware products are warranted against defects caused by faulty workmanship and materials for twelve (12) months from the date of shipment for new products, and three (3) months from the date of repair for refurbished or repaired products.

To the extent permitted by law, the warranty excludes defects caused by the products not being used in accordance with instructions, accidental damage, damage caused by external forces, liquids damage, misuse, security tamper activation, fair wear and tear, or repair or attempted repair by unauthorised persons.

This warranty is provided on a return to depot basis, and freight and insurance charges to and from the Quest Service Centre are not included.

All other warranties are hereby excluded. To the extent that such warranties cannot be excluded they are included but the liability of Quest for the breach of same is limited to, at the option of Quest, the repair or, replacement of the hardware product, the supply of an equivalent hardware product or the payment of the costs of replacing or repairing the hardware product.

Need help?

If you require further assistance, please contact the Quest Support team. The standard hours of operation of the Quest Support Desk are 9.00am to 5:00pm (EST) Monday to Friday, excluding National and Victorian public holidays.

Phone: (+61) 3 8807 4444

Email: support@questps.com.au

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