

## **FAQs**

### **1. What hours are you open for business?**

9am to 5pm AEST time and diverts to a message service when busy or out of hours. Please use email where possible. Email is our preferred method of communication for all matters (particularly if out of hours) as the phone is often very busy and it sometimes is just not possible to return all of the phone messages in a timely manner.

### **2. How long will delivery take?**

Orders will usually arrive at your door within 24 business hours\* of placing the order.

In some rare occasions we can get caught out with an item that suddenly becomes temporarily unavailable and we will notify you in these circumstances to see if you'd like to sit tight, change or

If you haven't received your order within 48 hours, please send us an email so we can go through the Courier's tracking process and get back to you as quickly as possible.

\* For Orders received prior to 2PM AEST time.

### **3. What happens if my order doesn't show up?**

Please contact us immediately and we will track it down or issue a replacement.

### **4. How can I pay?**

We accept all major Credit Cards, Direct Credit, personal cheques and money orders. Orders are preferably done on-line but if you hate the idea of using a Credit Card on-line or filling out forms, feel free to phone in or Fax your order.

### **5. Do you price match?**

In most cases we have our prices set at the lowest possible rate we can afford whilst still maintaining the level of service & support our customers have come to expect, but in some circumstances there may be a price drop or special we have not heard about or had time to implement.

Please email us with your price and where you got it from and we'll be happy to see if we can match or better it. Of course, having some bargaining power like pooling together with friends for a bulk purchase and paying by EFT rather than Credit Card will help with the negotiation.

### **6. Do you test everything before you send it?**

Whilst we do test most models before we sell them, we do not check every individual unit that leaves here. In some cases where there is a strong demand for a product we have not tested, we will find out what we can from industry sources before we begin to sell it and test it later down the track.

### **7. My product won't work. Can I return it?**

Absolutely. Our first preference is to exchange items found to be "Dead on Arrival" but refunds are available as necessary. Goods that go faulty after 14 days will be classed as Warranty claims for

Please call or email for instructions before sending anything back.\*

We will usually instruct to ship directly back to the distributor to avoid double handling costs and to speed up turnaround.

However, we do not give refunds or grant exchanges for different products where there is a lack of technical ability to configure and use the purchased product or you have changed your mind or found a better price elsewhere.

\* Items returned without authorisation will not be accepted.

### **8. My product is too complicated for me. Can you help me make it go?**

We are happy to provide some assistance\* to help you on your way, but be aware that some people may just not have the technical ability to follow the necessary instructions. In these circumstances it may be necessary for a local technician to be hired by you at your expense to help you through it.

\*Please use email for support enquiries. If it is necessary to call, please don't call first thing in the morning, especially on a Monday as things are way too hectic then and it won't be possible to give you our full attention.

### **9. Where can I get support for my product?**

The manufacturer's support links below are the best first port of call if you need assistance with your product. If these avenues don't lead to a resolution of your problem, please email or phone us for

[Strong http://www.strong-technologies.com](http://www.strong-technologies.com)

## **Warranty & Returns Policy**

1. Future Tense Solutions Pty Ltd has a replacement policy for any items found to be faulty on arrival. Refunds are only granted if goods are returned under authorisation within 7 days in resalable condition with contents and original packaging intact. We do not give refunds or grant exchanges for different products where there is a lack of technical ability to configure and use the purchased product or you have changed your mind or found a better price elsewhere.

2. Future Tense Solutions Pty Ltd is not responsible for configuration difficulties and/or compatibility issues and items are not returnable for these reasons. Every effort will be made to assist in these situations but some circumstances may require that the purchaser employ the services of a suitably qualified technician at their expense.

3. Future Tense Solutions Pty Ltd is not liable for any damages or interruptions to services caused by any product, or failure of any product to perform, including but not limited to any lost profits, lost savings, loss of use, loss of data, or any other special, incidental, indirect, or consequential damage of any kind, whether or not advised of the possibility of such damage, and regardless of the theory of liability pursuant to which such damages may be sought.

4. Goods to be returned under warranty will not be accepted without prior authorisation and a

Return Authority Number. In most cases Future Tense Solutions Pty Ltd will arrange for items to be returned directly to distributors for repair or replacement of faulty products to save on double handling and turnaround times.

5. Shipping costs are not refundable.

6. Shipping costs and risk of loss of all return items shall be at the Customer's responsibility.

7. Damage or loss caused by power surges, natural events such as flooding and lightening strike, accidental or deliberate misuse and abuse are not covered under manufacturer's warranties. Consult your household insurance policy for these.

## **Privacy Policy**

1. All personal details submitted to Future Tense Solutions Pty Ltd, including, names, addresses, phone numbers, email addresses and credit card numbers shall be held in the strictest confidence and will not be passed on or held in a manner accessible by third parties.

2. All transaction details submitted to Future Tense Solutions Pty Ltd via the shopping basket are encrypted to prevent access by other parties and details are forwarded to us via encrypted emails.

3. Browser cookies reside on some pages and detect impersonal information for our own research purposes in order to optimise our product range and site layout.

4. We take Credit Card fraud very seriously. Tracking & monitoring systems are in place on all transactions and all fraud attempts will be reported to Police.