



Returns Policy

Warranty & Returns Terms

Serial Number of the device: _____

Device type: _____

The device you have received is brand new, sealed and in its original packaging.

The device comes with a standard 12 months' warranty

Warranty does not apply when the issue is not related to the direct manufacturing defect or failure.

Warranty is not covered under the below circumstances:

1. Damage caused by attempts to self-repair
2. Damage from misuse, abuse, accident, modification, unsuitable physical/operating environment, power surge, natural disasters, improper maintenance, or use not in accordance with product information guide.
3. Failure of or damage caused by any third party products including those that might provide or integrate into the product at your request.
4. Any technical or support such as assistance with "how to" questions and those related to product set up and installation
5. Products or parts with an altered or missing identification label

Return of a device will not be considered unless it is a warranty issue certified and approved by the authorized warranty center in country.

We expect that you have understood the performance and capabilities of the machine being purchased.

However, unopened/sealed unused laptops may be returned.

N.B: Warranty commences upon collection of the device.

N.B For the device(s) whose warranty is due to expire within 30 days kindly note, warranty claims submitted 10 days or more before the warranty lapses are valid. Warranty claim submitted less than 10 days before warranty shall be processed at the customer's expense.

Acceptance

Name: _____

Signature: _____

Date signed: _____