

## Warranty Terms & Conditions for Repairs & Returns

DPS Pafos Computers Kissonerga Ltd and or any of its' affiliated companies will be referred to as **DPS** and is covered by the limited warranty and return policies of this document. Products purchased from DPS are covered by the manufacturers' in conjunction with and DPS Pafos Computers Kissonerga Ltd's warranty with a 90-day, 1-year, 2-year or 3-year limited warranty etc, depending on the product(s) purchased. To determine which warranty came with your hardware product(s), refer to your invoice. *The following sections in this document describe the limited warranties and return policy.*

### What is covered by this limited warranty?

This limited warranty unless otherwise stated, guarantees to you that DPS products, branded products and or affiliated companies branded products purchased from us will be free from defects for 90-days, 1-years, 2-years or 3-years from date of purchase depending on the product and limited warranty issued.

### Warranty Replacement Parts:

Warranty replacement parts and systems are warranted to be free from defect for the remaining period of your original limited warranty period.

### Spare parts

Spare parts will be free from defect for 90 days from date of purchase or for the remainder of the manufactures warranty period of the product. DPS will clearly state the warranty period for each product on your invoice.

### Terms: Replacements & Spares

DPS will attempt to fix a defective part(s) within two weeks of receiving a defective product. If DPS cannot provide a replacement part(s) within a two week time period the defective product will be replaced. This warranty operates on the basis of you returning the defective part to DPS services centre within the notified time period of your limited warranty. Where you fail to do so, you agree that you will pay DPS the current list price for the replacement part.

**Note:** DPS reserve the rights and may revise its "Limited Warranties" from time to time, but any such change will affect products ordered by you prior to the date of such change.

### Terms of Charges for after first year of warranty

DPS will charge a handling/courier/labour/RMA fee to all products that are returned within their warranty after the first year.

A manufacturer's warranty covers the first year for parts and labour, the rest of the warranty years (e.g. 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> etc) are parts only & might incur labour and or courier charges.

Under no circumstances are any software or programming problems or incompatibilities covered by any warranty whatsoever.

### When Does My Warranty Start?

Your warranty with DPS starts from the date of your invoice. When DPS Partners (Resellers) invoice the End User the warranty coverage to the End User starts from the date of the Resellers Invoice. DPS Resellers must provide a copy of their Invoice to the End User to receive warranty support after if the warranty period is after the warranty as stated on DPS's Invoice to the Reseller.

### What is not covered by this limited warranty?

This limited warranty does not cover problems that result from:

- External causes such as accident, user abuse, misuse, acts of god or problems with electrical power.
- Problems or issues directly or indirectly caused by Telecoms and or Service Providers.
- Servicing not performed by DPS or authorized personal.
- Usage that is not in accordance with product instructions or manufactures instructions.
- Failure to follow the product instructions or failure to perform preventive maintenance.
- Problems caused by using accessories, parts, or components not supplied by DPS.
- Products with missing or altered "Service Tags" or "Serial Numbers".
- Products for which DPS has not yet received full payment.
- Products not purchased through DPS.
- Products that are worn on a person's body, e.g. Headsets/Earpieces – will not be accepted for refunds or returns for hygiene reasons.

### How long does this limited warranty last?

This limited warranty lasts for the time period indicated on **your invoice**, except for the following hardware:

- Notebook batteries carry a 90 day limited warranty even if the limited warranty of the notebook exceeds the 90 days warranty.
- Universal or original PSU's or Power Supply Units for Notebooks or other devices carry a 90 day limited warranty even if the limited warranty of the product exceeds the 90 days warranty.
- Speakers, Headsets, Earpieces, Mice, keyboards, batteries, cables and consumables carry a 90 day limited warranty.
- Used products purchased from DPS are usually traded-in by other customers & don't have any warranty, unless otherwise stated on your purchase invoice.

### What do I do if I need warranty or service?

If you need services or need to claim warranty and before warranty expires you must contact DPS service department to receive an RMA number (Return Merchandised Authorization). RMA numbers are valid for a period of 10 working days. If the period of 10 working days has exceeded its duration a new RMA numbers would need to be issued. **GOODS WITH NO RMA NUMBERS OR OUT OF DATE RMA NUMBERS WILL NOT BE ACCEPTED BY THE SERVICE DEPARTMENT.** The RMA number once issued must be included with your return, In the case of warranty you must include along with the RMA number proof of purchase.

**Before calling DPS to receive your RMA number please have the following information available:**

- Copy of original purchase invoice
- "Serial number" or "Services Tag" must be readable and intact
- Original installation and or Driver disks
- Brief fault description
- AC Adapters & Cables

**What will DPS do?**

During limited warranties period, DPS will repair or ship back to manufacturer any hardware products returned to DPS that prove to be defective in materials or workmanship.

When you contact DPS, DPS will issue a RMA Number for you to include with your return. You must return the products to DPS in their original or equivalent packaging, prepay one-way shipping charges via our preferred courier(s), and insure the shipment or accept the risk if the product is lost or damaged in shipment. DPS will pay to ship the repaired or replaced products to you as per nominated shipping address.

**NOTE:** *Before you ship the product(s) to DPS, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, non relevant CDs, DVD's, Blu-rays or PC Cards. DPS are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.*

**What if I purchased a service contract?**

If your service contract is with DPS, service will be provided to you under the terms & conditions of the service agreement. Please refer to that contract for details on how to obtain service.

**How will DPS fix my product?**

DPS use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the original limited warranty provided at the time of purchase.

**May I transfer the limited warranty?**

Limited warranties on systems may be transferred if the current owner transfers ownership by giving the new owner a signed copy of the original invoice as a reference.

**Return Policy:**

Products may be returned if defective or the result of a DPS error within 30 days from date of invoice. If the product is returned within the first 7 days in its original condition as sold by DPS no restocking fees will be incurred on which a credit note will be issued, after the first 7 days and no longer than 30 days the product will incur a restocking fee of 20%.

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. DPS'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. DPS AND OR AFFILIATED COMPANIES DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA, LOST SOFTWARE AND PROFITS. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH DPS ARE RESPONSIBLE.**