



GENERAL WARRANTY CONDITIONS AND PROCEDURES

To avoid misunderstandings, please carefully read the user manual of your device, as well as terms of warranty and free repair service conditions on the warranty receipt.

Warranty service is subject to the provision of a warranty certificate and purchase receipt or invoice.

The original defect finding may be corrected and the item may be considered not covered by warranty. The client will be informed of these findings.

In this case, the customer will receive a price offer for non-warranty repair. In the event that the client refuses non-warranty repair, the client may be subject to diagnostic and shipping charges following IT Partner's confirmed rates, given that the services were provided.

The warranty is void if:

The fault has occurred due to the fault of the user or inappropriate operating conditions (humidity, heat, etc.);

The malfunction occurred while using incorrect consumables;

Failure due to mechanical damage or unqualified repair;

Serial number sticker damaged.

The warranty does not apply to:

Consumables, batteries, accessories;

Software failures;

Information stored on memory media (hard drives, flash memory cards, etc.).

Costs incurred as a result of data loss or restoration shall not be covered.

In the event of a non-warranty repair, the carried out work will be warranted for 3 months (except for cases where the failure is software related).

Complaints about the product's set are only accepted at the time of return. After a repaired product is delivered by a courier, the set and condition of the goods must be checked on the day of receipt, no claims will be accepted after that day.

The owner of the device is responsible for the legality of the software.

The repaired item is stored at IT Partner UAB for up to 3 months.

The product shall be returned only upon receipt of the product acceptance receipt or a valid identity document.

Some manufacturers cover the costs of shipping warranty devices to the service and back to the customer. In other cases, the customer pays for the shipping the device.

Link to product packaging recommendations:

https://www.dpd.com/lt/en/dpd_home/shipping/parcel_packaging_and_labeling