

RUGGTEK WARRANTY

The Ruggtek warranty is a comprehensive cover for hardware failures that you can extend up to 5 years with add covers. We suggest to contact the point of sale for supporting, otherways the Ruggtek authorised service centres that are listed on website.

Warranty Terms

1.1 The standard Ruggtek warranty is two years (up to 24 months) from the date stated on the invoice of Ruggtek.

1.2 It's possible to purchase an extended warranty with a cover for accidental damage, up to 5 years, at the point of sale only together the device; it will not possible to manage request after the purchase and will not possible to renew the cover.

1.3 The Customer can't transfer the Ruggtek warranty to third parties or other Ruggtek's Product because any cover is linked by model and serial number.

1.4 The warranty only valid if sold by an authorized Ruggtek retailer and it covers the repairs resulting from defectives during normal use in the guaranty period. Ruggtek repair it in accordance with these conditions:

- a) During the coverage period, you have the repairs unlimited;
 - b) No amount will be charged for any replaced components;
 - c) The parts will repair or replace at Ruggtek discretion;
 - d) Any Product requiring more than one major part (deemed to be of LCD touch screen, mainboard, chassis) may replace with new or refurbished at Ruggtek discretion;
 - e) Repairing times: 2-5 working days;
 - f) Defective components that will be replaced will remain the property of Ruggtek.
- 1.5 Any right of the Customer relating to the standard warranty and the extended warranty shall be excluded in the case of:
- a) errors or damage resulting from improper use;
 - b) inadequate physical (both storage and use) or operational environment;
 - c) damages and breakages due to willful misconduct, carelessness, abuse, negligence including any damage caused by incorrect power supply voltages, power surges or incorrect power sources;
 - d) loss or theft;
 - e) fire;
 - f) inappropriate maintenance or use of non-original spare parts;
 - g) introduction of liquid or other foreign matter into the Ruggtek's Product; including using of the chemical and corrosive products to clean it;
 - h) operating system reinstallation;
 - i) virus or malware removal;
 - l) software other than the base operating system provided;
 - m) the parts subject to wear and tear (such as hand holder, shoulder strap, protection films);
 - n) the consumables (such as printer toner);
 - o) hardware or software alteration.

1.6 Ruggtek does not assume any obligation or guarantee regarding the software used in the Product for which the Customer will only be able to benefit from the guarantees granted directly by the third manufacturer.

1.7 the Customer is responsible for securing data, files and software on the storage unit (HDD or SSD); Ruggtek disclaims any liability in the event of loss or following the reformatting and reinstalling of the operating system on the Product.

1.8 The warranty service will not be effective in the event of the Customer's failure pay of the the product price and the extended warranty price.

1.9 Ruggtek does not assume any obligation or guarantee that is not expressly provided for in these terms.

1.10 In the event that the returned Product (or component) is not defective or does not fall within the warranty terms, the Customer must pay Ruggtek a sum of € 100.00 / hour, in addition to legal taxes, as reimbursement of expenses for the time spent diagnostics and tests, for each Product (or component) for which service was requested.

1.11 These terms constitute the only warranty by Ruggtek. Therefore, any other forms or terms agreed between the points of sale or other retailers and third parties (including professional users, small and medium-sized enterprises, large companies and public administration) are excluded.

1.12 Ruggtek guarantees the repaired or replaced components for the residual period of the initial warranty term applicable to the original Product; In any case for 30 days from the date of replacement of the same.

www.ruggtek.com

RUGGTEK RETURN

If you need to return a device, Ruggtek is here to help !
However, we suggest always to contact the point of sale for supporting, or the Ruggtek authorised service centres that are listed on website.

Return Policy

2.1 The only Products that have been purchased directly from Ruggtek, or Ruggtek authorised Partner, can be returned to us. Ruggtek products purchased through the points of sale or other retailers must be returned in accordance with their respective returns and refunds policy.

2.2 The return of the defective product must be carried out in the following ways:

- a) the customers must provide the Ruggtek with the company details, the full model and serial number of the device and the reasons for the return;
- b) In the event that the flaws or defects cannot be resolved by e-mail, instant messaging or telephone contact, Ruggtek will provide the Customer with a return merchandise authorization (RMA) number which will be valid for 15 days from the date of issue and which it must be indicated on the packaging at the time of return;
- c) the Customer must schedule a pickup with her carrier and drop off the package to Ruggtek within the validity term of the number RMA; besides the Customer must indicate on the transport document the number of return authorization;
- d) please ensure that the Product you're returning is repackaged with all the cables, adapters that were included when you received it, and inside a suitable packaging to guarantee the protection of its content.

2.3 If the repairs will be covered by warranty terms, Ruggtek will repair it in accordance with these conditions:

- a) No amount will be charged for any replaced components;
- b) The parts will repair or replace at Ruggtek discretion;
- c) Any Product requiring more than one major part (deemed to be of LCD touch screen, mainboard, chassis) may replace with new or refurbished at Ruggtek discretion;
- d) Repairing times: 2-5 working days;
- e) Defective components that will be replaced will remain the property of Ruggtek.

2.4 If the repairs will be out of warranty terms, Ruggtek will follow this procedure:

- a) Ruggtek, following the Product diagnosis and checks, will issue an estimate cost of the intervention with time validity;
- b) Repairs will be carried out upon receipt of an order from the Customer by email to the address: sales@ruggtek.it;
- c) In the event that the Customer does not confirm the repair order within one month, Ruggtek will have the right to return the goods to the Customer with risks and shipping costs to its load;
- d) If during the repair further faults are found, Ruggtek will have the right to suspend the repair and to continue only after receipt of a new written order from the Customer;
- e) The time required to complete the repair depends on the type of anomaly detected on the Product and the availability of spare parts.

2.5 Ruggtek will have the right to refuse the return of the Product, and consequently reject the withdrawal of the goods, in the following cases:

- a) lack of shipping document;
- b) lack or expiration of the return number RMA;
- c) on the product has been removed or defaced any label and serial number;
- d) the product has been purchased from other retailers

2.6 Ruggtek will have the right to keep the goods for repair at its headquarters in the event of non-payment by the Customer for supplies of Products.

2.7 This return term is the only procedure provided by Ruggtek. Therefore, any other forms or terms agreed between the points of sale or other retailers and third parties (including professional users, small and medium-sized enterprises, large companies and public administration) are excluded.

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