

## **Re.Works Equipment (“Re.Works”) Warranty**

All the equipment sold by Re.Works comes with a 12 month carry-in warranty in respect of hardware defects. In the event that you choose to return any equipment, you will be responsible for the cost of and bringing the equipment back to Re.Works’s nominated service provider located closest to you.

Should you prefer Re.Works to do this on your behalf please contact us for a quote.

In the event of Re.Works not being able to repair or replace the faulty equipment to a point where it is operating according to an acceptable standard of performance as determined by Re.Works’s technical advisors, then Re.Works will refund the purchaser on return of the product subject to disbursement amounts being held back, if any.

### **Warranty Terms and Conditions**

The equipment under which a warranty claim is being made must be returned to Re.Works in the original packaging in which you received it. In addition, the equipment and components must be 100% the same as was originally supplied to you by Re.Works.

### **Situations that will render the Re.Works Warranty invalid.**

The Re.Works warranty does not cover:-

1. Batteries. The warranty in respect of batteries is described below;
2. Damage caused by lightning and or electricity surges;
3. Any damage or failure other than what could be expected with normal wear and tear incurred through ordinary usage which would include but is not limited to:
4. Any abuse or misuse of the equipment by anybody;
5. Any accidental damage;
6. Losses or damages arising from anyone’s failure to carry out any backups of data, any security updates or losses and damages arising from the loss, breach or breakdown in confidentiality of any data residing anywhere in the equipment;
7. Any repairs and or maintenance carried out on the equipment by anyone other than a Re.Works approved service provider;
8. Any defects or changes in performance caused either directly or indirectly by software;
9. Software problems;
10. Any components or parts that are missing or different to those originally supplied by Re.Works and or damages and defects to the equipment arising out of such missing or different components and parts.

Other than the terms listed in this warranty section and as far as is legally applicable, Re.Works makes no other warranties as to the equipment of any sort whatsoever.

### **No warranty on battery/batteries**

Used Batteries

Prior to Re.Works acquiring its stock, the equipment and batteries are tested to make sure that the batteries are capable of sustaining a minimum 2 hour period of operation under ordinary working conditions.

While we are confident that battery operation will meet the general needs of customers, we are not in a position to offer a warranty on these components.

**New Batteries**

Where customers opt to purchase a new battery together with their refurbished equipment all warranties attached to that battery will flow through to the customer.