

SALE AND WARRANTY TERMS & CONDITIONS

A: A 1 year RTB (Return to Base) warranty on all new equipment, unless specified.

DOA period for all products is strictly 7 days from date of purchase. After this date, manufacturer warranty repair procedures apply.

B: 30 days or 3 months warranty as specified on invoice for EX Lease/Refurbished Equipment unless specified otherwise.

C: Viruses and other software related issues are NOT covered under warranty across all products. Warranty covers PARTS and LABOUR. It is the customer's responsibility to ensure antivirus software is maintained and updated to prevent software corruption. All software issues are the responsibility of the customer, including back-up of data.

D: We are strictly COD (Cash on Delivery) for System/Parts and Computer Services unless on credit application.

E: Kresho makes no other express warranty or condition whether written or verbal.

F: Any implied warranty or condition of merchantability, satisfactory quality, or fitness for a particular purpose is limited to the conditions as detailed below.

G: The Maintenance Agreement does not cover malfunctions caused by the equipment being damaged including, but not limited to physical damage, misuse of product against designed purpose, or any liquid damage, damage caused by lightning strike/power surges.

H: Batteries are not covered under warranty as it is a consumable.

I: All warranty claims for our EX Lease/Refurbished items must be RTB (Return to Base) unless specified. If we cannot fix your fault, we will exchange for a similar product where possible. All new equipment has manufacturer warranty and must be returned direct to the manufacturer for any warranty claims. It is the customer's sole responsibility to obtain manufacturers DOA and RA numbers where applicable.

J: Kresho does not offer refunds or exchanges if you simply change your mind or for incorrect choice.

A credit note may be offered at -15% restocking fee of the returned goods. All goods must be returned with sufficient packaging as originally purchased.

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K: Kresho will not be held responsible for loss of data due to hardware faults or software corruption.

L: For all warranty returns, the customer must provide the original Sales Invoice provided at the time of purchase. In the case the customer has misplaced/lost their original Sales Invoice, an administration fee of \$15 will be charged to reproduce a Sales Invoice, which is compulsory for all warranty claims.