

**This document describes CJB's General Warranty Terms**

*GENERAL RULES*

Our products are for industry, not for consumer market.

We give 12 months warranty support for any product sold.

Upon agreement, warranty can be extended depending on manufacturer's policy.

All products have to be sent shipping charges prepaid to:

*C.J.B. Computer Job Srl, Via Ghislandi, 24 - 25125 Brescia, ITALY.*

Please contact our service team prior to dispatch to arrange transportation services.

Also our service specialist might advise you about replacement of single components instead of the complete product.

Before doing anything else, fill in the RMA form (see the page from which you have linked this page, go back there) and send to us the form.

We will give you the RMA (Return Material Authorization) number to associate to the item.

NOTICE: send ONE RMA REQUEST FOR EACH ITEM TO BE RETURNED.

Please attach a copy of your invoice and the filled RMA FORM to your consignment.

You can print the form off this page. Please clearly indicate in your Delivery Document(s) the RMA number(s) of the item(s) to be returned. They must match with your request(s). We will return, as agreed, your product repaired or an adequate replacement.

You can reach our specialists under: [techservice@cjb.it](mailto:techservice@cjb.it)

*WARRANTY CONDITIONS*

The Invoice, as a receipt for your purchase, should be kept carefully. You will need it for warranty claims.

This is also for the serial number of the item. If you assign your item to a different user, the remaining term will be assigned to the new user. Invoice and warranty assignment should accompany the item.

CJB Computer Job Srl guarantees that the product is fully functional and technically concordant with the customer's request and the documentation.

During production and before delivery, our product undergoes high quality checks. CJB issues a warranty of 12 months, valid from date of first purchase. Under particular conditions and when manufacturers can support, warranty can be extended. During this term CJB remedies deficiencies at no charge, which demonstrably result from material or processing faults either with the repair of the product or the replacement of faulty parts.

The warranty does not apply:

- for deficiencies which result from transportation, accidents, natural disaster, vandalism, improper use, incorrect maintenance or incorrect repair through others
- for change of software, viruses, bad operation, incorrect installations, or other modifications not agreed with us
- for disrespect of instructions in enclosed documentations
- for incompatibility or malfunction, resulting from not product components added or installed without our direct supervision
- for phenomena which occur with the regular aging process of the product (e.g.: battery life)
- for deficiencies resulting from external appliances.
- for any deficiencies of a product whose serial number has been changed or removed

Warranty terms for replaced parts end together with the end of the original warranty term for the complete product.

If you return an item on terms of warranty you can remove programs, data or removable storage media if the system does include such items also. CJB cannot exclude loss of data on provided storage media. Products sent to us without any accessories will be replaced without any accessories.

#### *LIABILITY RESTRICTIONS*

Claims for damages are excluded unless they are based on intention or gross negligence of CJB or its employees. The liability according to the law for product liability will remain unaffected.

On no account is CJB liable for:

- Claims raised against you by third persons due to loss or damage
- Loss or damages of your data or the expenses for recovery of lost data or of parts of your product which are sent to CJB on warranty terms
- Economical consequential damages (including lost winnings or economies) or accompanying damages. That also applies to cases in which CJB was informed about the possibilities of such damages.

CJB is on no account responsible for any random, indirect, special consequential or other damages (including, without any restrictions, damages in terms of loss of profit, business interruption, loss of business information of any other losing), which arise with the use of the product. This exclusion also includes every liability, which can result of third persons claims against the first buyer. This sale clause aims to restrict possible liability of CJB against claims which can result from the restricted warranty and/or the sale.

The above declaration does not take effect in some countries were this exclusion or the restriction of accompanying or consequential damages is legally not allowed.

#### *REPAIRS WITH CHARGE*

In case the returned material is out of warranty service, we will try to compute the repair cost and we will inform you before making the repair. We will send a document which you must return to us (signed for approval or negation the approval). If you accept the repair charge, we will proceed with the repair and when the repaired item is ready for consignment, we will advise you for the payment of the charge.

#### *TIMINGS*

Most of items come from Far-East manufacturers and could be sent back to them for repair. This takes some time due to shipment, customs, true repair time on manufacturer's site, shipping back to us. Average time can run from 5 weeks to 8 weeks or even more if some items need hard-to-find components. We will always try to keep such timings short but in any case we cannot make a precise forecast of the repair time if the item has to be shipped to original manufacturer different from CJB.

CJB will not provide refund directly to end-user in any circumstances.

#### *FINAL CLAUSE*

CJB excludes all other warranties, conditions, terms, representations and undertakings whether express or implied.