RTB (Desktops) Warranty card

Hardware Faults - Call our Service & Support Team on 01925 847282
or E-mail: support@zoostorm.com

Monday to Friday 9.00am – 5.00pm (excluding bank holidays)
System Box Serial Number

Date of Purchase

Purchased From

WARRANTY CARD TERMS AND CONDITIONS

The following terms and conditions of the service to be provided by Zoostorm:

What this Warranty Covers

Zoostorm warrants that each hardware product that you purchase is free from defects in materials and workmanship under normal use during the warranty period. Only the cost of the parts and labour involved in servicing any eligible repairs under the Return to Base warranty service are covered.

The warranty service is available for UK return delivery only.
The provision of the service under this Zoostorm warranty will be on the Zoostorm PC Base Unit only and does not include monitors or other peripherals, which are covered by separate manufacturer's warranty agreements. This warranty also includes a technical support service via telephone, e-mail or online form via our website for the full duration of the warranty. This technical support service is limited to hardware and software supplied.

Additional components can be installed by the customer however if the system is damaged as a result, this will not be covered under this warranty. All original components will need to be returned to the system if a repair is needed on the system, Original parts will need to be kept for the duration of the warranty as we are not able to test 3rd party components.

How to Obtain Warranty Service

If the product does not function as warranted during the warranty period, please contact the Zoostorm Service & Support Dept either via telephone on 01925 847282, email support@zoostorm.com or online form via our website Monday to Friday 9.00am to 5.00pm, excluding bank holidays. A Support engineer will attempt to diagnose and resolve all problems over the telephone or e-mail and may direct you to download and install designated software updates as required. Some problems can be resolved with a replacement part that you can install yourself called a "Return Manufacture Authorisation" or "RMA." If so, Zoostorm will ship the RMA to you for you to install upon us receiving back the faulty part. The customer will need to return the defective part back to us.

If the problem cannot be resolved over the telephone through software updates or the installation of a RMA by you, Zoostorm will arrange for you to return the unit back to our UK Repair Centre to be repaired. We will carry out repairs within 10-15 working days of receipt*.

Should Zoostorm be unable to repair the unit, it will be replaced with an equivalent model If Zoostorm determine that problems are as a result of customer misuse, improper maintenance, accidents, modifications, unsuitable physical operating environments, power surges or natural disasters, Zoostorm will provide a written quote via email for the repair to be completed. The quote can be declined, but the system will be returned unrepaired.

Replacement of a Product or Part

When the warranty service involves the replacement of a product or part, the faulty product or part becomes Zoostorm's property and the replacement product or part becomes your property. Only original parts provided by Zoostorm are eligible for replacement, any third party parts will be left untouched. The replacement product or part provided by Zoostorm may not be new, but it will be in good working order and functionally equivalent to the original product or part. The replacement product or part shall be warranted for the balance of the period remaining on the original product.

Before Zoostorm replace a product or part, you agree to:

1. Remove all features, parts and alterations not under warranty service; this includes any additional parts that may have been installed.
2. Ensure that the product or part is free of any legal obligations or restrictions that prevent its replacement
3. Obtain authorisation from the owner to have service on a product or part if you do not own it.

Charges

Any repairs, parts supplied or other work carried out, which are found to be outside the terms of this warranty, will be charged to the customer and will need to be paid prior to the repair being carried out.

Care of Equipment

The customer must ensure the environmental and power supply conditions are suitable for the equipment and that the equipment is cared for and maintained in accordance with the manufacturers recommendations and instructions.

General Conditions

The customer will ensure that no adjustments, interference or repairs are carried out to the equipment other than by an authorised representative of Zoostorm; failure to comply with these conditions will invalidate the warranty, and a charge may be applied if the system is returned back for repair. It is the customer's responsibility to ensure that adequate backups of all applications, operating systems and data are maintained. In the event of fault emanating from a manufacture or design fault, it may be necessary for the machine to be returned to the manufacturer for fault diagnosis, repair and test to include a factory reset.

EXCLUSIONS

Any breakdown, defect, or failure caused by, arising from, or attributable to external factors, including but not limited to misuse, abuse, neglect, improper handling, excessive wear and tear, adverse or unsuitable environmental conditions, electrical power surges or interruptions, the use of incompatible, unauthorised, or uncertified accessories, peripherals, or media, and the introduction or effects of computer viruses, malware, or similar software.

Force Majure

Zoostorm will not be liable for failures or delays attributable to causes beyond its control.

Governing Law

The warranty agreement shall be governed by English Law.

Variation

No variation can be made to these terms and conditions without the written consent from Zoostorm Representative.

Customer Additional Responsibilities

Where applicable, before service is provided, you agree to:

1. Follow the service request procedures that Zoostorm specify;
2. Backup or secure all programs and data contained in the product;
3. Provide Zoostorm with all system keys or passwords to perform the warranty service
4. Ensure that all information about identified or identifiable individuals ("Personal Data") is deleted from the product or that, with respect to any Personal Data that you do not delete, you are in compliance with all applicable laws.
5. Before a system is sent for a repair, the unit must be returned to factory settings as originally supplied. The system will need to be packaged in the original packaging to avoid any damage in transit, guides will be sent to the customer. Packaging may be purchased via Zoostorm at a charge if required.

Use of Personal Information

If you obtain service under this warranty, Zoostorm will store, use and process information about you including name, phone numbers, address, and e-mail address. Zoostorm will only use this information to perform service under this warranty. Zoostorm reserve the right to contact you after you have obtained services under this warranty to enquire about your satisfaction regarding our warranty service or to notify you about any product recalls or safety issues. Zoostorm will only disclose your information where required to by law.

This warranty does not apply to the following. Nothing in this warranty affects your statutory rights under UK consumer law, including the Consumer Rights Act 2015.

- Any person other than the original purchaser or registered warranty holder.
- Loss of, or damage to, any data, including but not limited to confidential, proprietary, or personal data stored on or within the product. You are responsible for backing up and removing all data prior to the product being returned or serviced.
- Any software not supplied with the product by Zoostorm, whether pre-installed or installed at a later date.
- Any fault, damage, or failure caused by misuse, abuse, accident, neglect, unauthorised modification, improper installation, unsuitable physical or operating conditions, exposure to liquids, power surges or interruptions, natural disasters, or improper maintenance.
- Damage resulting from repairs, servicing, or modifications carried out by anyone other than a Zoostorm-authorised service provider.
- Shipping or transportation costs for warranty claims made more than thirty (30) days after the original date of purchase, unless otherwise required by applicable law.
- Faults or damage caused by third-party products, software, peripherals, accessories, or components not supplied or approved by Zoostorm.
- Products where serial numbers, identification labels, or other product markings have been removed, altered, defaced, or made illegible.

If your unit fails 3 times
If you unit needs to come in house for repair 3 times for the same issue, after our third inspection if the fault is down to the components, then we would look into an equivalent or like for like unit to replace the unit with. This decision will be down to Zoostorm.

Limitation of Liability

UNDER NO CIRCUMSTANCES SHALL ZOOSTORM, IT'S SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY:

1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES
2) LOSS OR DAMAGE TO YOUR DATA
3) SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS