

## PRAIM PRODUCT WARRANTY – GENERAL TERMS

Praim guarantees its products for a period of **3 years from the date of purchase**, against defects in workmanship and materials.

The warranty covers both materials and manpower and the repair is free of charges. Praim reserves the right to replace the product either with an identical one, or assuming its discontinuity, with one of identical features.

Products at a low cost and subject to wear (e.g. mouse) are protected by the DOA warranty (Dead On Arrival) and can only be replaced **within 7 days of purchase**.

During the warranty period, all claims must be accompanied by a **regular RMA request**. The RMA authorization form is issued by Praim Service Support, the customer must print a copy and attach it to the RMA shipment.

If the Product is modified or altered in any way after the purchase, Praim reserves the right to refuse to repair the product under the terms of warranty.

### **This warranty does not cover:**

1. alterations to the product;
2. product damages caused by improper repair or improper activity by any person or entity not authorized by Praim to perform a warranty service on its behalf;
3. product damage due to negligence, accident, alteration, improper installation or improper packing, misuse and use of not suitable parts;
4. product damage caused by fire, immersion in water or liquids of any kind, lightning, earthquakes, inadequate ventilation, acts of God, incorrect application of supply voltage, however originated, or any other cause beyond the control of Praim.

### **Request RMA**

The return of the product for repair must be authorized with an RMA (Return Material Authorization). Praim reserves the right to refuse shipments with RMA numbers highlighted in different ways from the one required.

The customer should **open the RMA procedure through the MyPraim reserved area** or by contacting the dealer (who provided the product) that will manage the repair request (in or out of warranty). The dealer will immediately activate the RMA procedure.

A detailed description of the fault found will be requested (if possible report the specific conditions in which it occurs). This will help Praim Support Service in reducing the fixing time.

After having received the RMA number, the customer must pack the material in an appropriate manner by including a copy of the RMA form and indicate in a clear way the RMA number assigned on the packaging.

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The customer will ship carriage paid with a carrier of its choice, to the address indicated in the document with the assignation of the RMA number.

## Preparing the product for the shipping

The product should be **carefully packed** using, where possible, the original packaging or a package that can ensure a damage-free transportation.

If the product includes an external power supply, it must be included with the faulty product.

The product supplied with LCD monitors will be accepted for repair only if delivered in the original packaging inclusive of all internal supports (for a safe shipping of the product).

The customer must enter in the package only the components for which the assistance is required. Praim will be not responsible for the loss of any not-listed included accessory.

The customer must keep the packaging of the product throughout the entire warranty period. The absence of the original shipment might cause problems in the application of the warranty.

## Product Return

The freight costs of the repaired product under warranty will be covered by Praim. The goods travel at the risk of the customer; Praim is not responsible for lost or damaged goods due to transportation of the same. If, at the time of the delivery, the packaging has visible signs that might raise suspicion of internal damages, the fact must be immediately notified to the carrier following his instructions and accepting the parcel with reserve.

In case of damage caused by the carrier, please contact Praim Customer Service.

Any mismatch in the number of packages or shipment details, as well as the mere loss, must be immediately noticed to the carrier following its instructions. In case of problems with carriers, please contact Praim Customer Service.

### Note:

Whenever diagnostic testing **does not reveal defects on products or software problems** solvable through Operating System reload, Praim will charge a fee of €25,00 to cover the cost of testing. Under these circumstances, the customer is responsible for the shipping charges.

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