



TIPRO keyboards, d.o.o.

Ljubljanska cesta 64

SI-1290 Grosuplje

Slovenia

Tel: +386 1 78 88 200

Fax: +386 1 78 88 299

RETURN AND REPAIR POLICY

Part I – WARRANTY REPAIR AND REPLACEMENTS

Article 1. Unless otherwise agreed, the warranty period for all Tipro products shall amount to 24 months. Tipro keyboards undertakes to carry out any repairs within a term of 10 working days of the Customer service department receiving the items. Otherwise, Tipro shall replace the faulty item with a new product. Tipro warrants that each product is free from defects in material and workmanship under normal operation for the duration of two (2) years from the date of purchase. The warranty does not cover cosmetic damage (i.e. normal wear and tear), or failure resulting from misuse, accident, modification (i.e. unauthorized attachment, removal or alteration of any part of the product), unsuitable operating environment (e.g. climatic, electrical, mechanical, ...), or improper maintenance.

Article 2. Tipro undertakes to cover all costs of the repair and transport within the warranty period and reserves the right to determine the way of transport from and to the Customer.

Article 3. Customer liabilities:

Section 3.1. The Customer shall be liable to correctly and completely fill in the form »RMA REQUEST« and forward a copy thereof to the following fax number +386 1 78 88 280 or e-mail address rma@tipro.si. The RMA REQUEST form is available for downloading from the following website <http://www.tipro.net/support/Service>

Section 3.2. Customers from non-EU member states shall be liable to prepare an additional pro forma invoice for the damaged item. A sample pro forma invoice including all necessary elements is available for downloading from the following website: <http://www.tipro.net/support/service>. Prior to sending the goods, a copy of the pro forma invoice should be forwarded either to the following fax num. +386 1 75 88 280 or e-mail address rma@tipro.si.

Section 3.3. Without a correctly filled-in and received RMA REQUEST and pro forma invoice, Tipro shall not undertake to organise the transport and will not commence any servicing.

Section 3.4. The Customer shall be liable to attach the original RMA REQUEST and pro forma invoice to the faulty goods sent to Tipro.

Section 3.5. The customer shall return the product with the complete accessory kit originally supplied (e.g. cables, power supplies, ...).

Article 4. Upon receiving the item and necessary documentation, TIPRO will forward a RMA CONFIRMATION on the receipt of the goods stating a reference number. Referring to such number, the Customer may send inquiries on the status of the goods to the following e-mail address: rma@tipro.si.



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Article 5. After finishing the servicing, Tipro will inform the Customer on the termination either via fax or e-mail and organise the transport of the goods to the Customer.

Part II – OUT OF WARRANTY REPAIR SERVICES

Article 6. The costs for repairing the goods out of warranty shall be borne by the Customer. The transport of such goods from and to the Customer shall be organised by the Customer at the Customer's expense.

Article 7. The Customer shall be liable to enclose the correctly and entirely filled-in »RMA REQUEST« which is available for downloading from the following website: <http://www.tipro.net/support/Service> .

Section 7.1. Without the completed and received RMA REQUEST, Tipro shall not undertake to commence any servicing.

Section 7.2. Customers from non-EU member states shall be liable to prepare an additional pro forma invoice for the damaged goods. A sample pro forma invoice with all necessary elements is available for downloading from the following website: <http://www.tipro.net/support/service>. Prior to dispatching the goods, a copy of the pro forma invoice should be sent either to the following fax number: 386 1 75 88 280 or e-mail address rma@tipro.si

Article 8. Upon receiving the goods and the necessary documentation, Tipro will forward a RMA CONFIRMATION on the receipt of the goods including a reference number. Referring to such number, the Customer may send inquiries on the status of the goods to the following e-mail address: rma@tipro.si .

Article 9. The costs for repairing goods out of warranty shall be calculated by Tipro pursuant to the valid price list of spare parts and the hourly work rates.

Article 10. Subsequent to finishing the servicing, Tipro shall issue an invoice and inform the Customer on the finished repair either via fax or e-mail. The Customer shall be liable to take the goods within a term of 15 working days; otherwise Tipro shall not be liable for the goods.

Article 11. Goods, which cannot be repaired, shall be sent back to the Customer at the Customer's expense.

Grosuplje, October 2008