



Return & Repair Policy

General

Unless otherwise agreed by TIPRO Ltd. ("Seller") in writing, the following terms and conditions apply to all Customers' requests for repair of the products within the territory of the EU member states. Corresponding terms and conditions for non-EU countries are subject to separate agreements between the Seller and the Customers.

Return Material Authorization (RMA) Number

Before shipping a faulty product back to the Seller, the Customer is obligated to correctly and completely fill-in the form "RMA Request" and forward a copy via e-mail to rma@tipro.si. The [RMA Request](#) form is available for download on our home page at Support and Documents. Upon receipt of a properly completed RMA Request the Seller will issue the respective RMA number to the Customer, as a reference for further proceedings. In case of an improper RMA request, the Seller reserves the right not to commence any further action.

Transportation

The Customer shall arrange the products under the RMA to be delivered to the Seller's premises and cover all associated costs. In case the repair turns to be an "In Warranty Repair" the Seller will reimburse the Customer in the amount agreed between the two parties before the issuance of the RMA number. The customer is expected to ship the products in the original or equivalent packaging, with the complete accessory (i.e. cables, power supply units ...) included and a copy of the RMA Request affixed to the packaging. Otherwise the Seller reserves the right to return the shipment back to the Customer and charge associated expenses. In case of a shipment received in damaged condition the Seller will notify the Customer, who is responsible to remedy the situation with the carrier. The Seller will provide assistance to process the freight claim.

Warranty

The warranty issued by the Seller on a product is limited to a period of time (Warranty Term) providing that the product has been used as intended. Respective details are specified within the "General Conditions of Sale" document issued by the Seller.

Fault Diagnosis

The Seller will examine the received product, verify the reported fault and estimate its root cause. This whole process normally lasts less than two (2) weeks. If the products are still within the Warranty Term and the fault is covered by the Seller's warranty conditions, the Seller will proceed with the "In Warranty Repair" procedure. Otherwise the "Out of Warranty" procedure shall follow.

Content

Specific hardware setup (e.g. BIOS settings, ChangeMe lay-file) and SSD content can be erased during the diagnosis, repair and procedures. Seller is not responsible for the loss of data and settings on the hardware.

In Warranty Repair Procedure

The Seller undertakes to carry out the repair within two (2) weeks, as well as to cover all costs of the repair and transportation back to the Customer. After completion of the repair the Seller will dispatch the product and inform the Customer accordingly.

Out of Warranty Repair Procedure

Before proceeding with the repair of a product, the Seller will estimate the costs and submit the proposal to the Customer for acceptance. If the Customer elects negative, the product will be returned as it is. In this case the Seller reserves the right to charge a fee for the fault evaluation. If the Customer elects positive, the Seller will carry out the repair normally within two (2) weeks time and upon completion inform the Customer and issue an invoice. The Customer shall arrange the pickup and transport of the repaired product.