

Warranty Statement CBWS

Warranty Coverage

This warranty applies to the hardware provided to you, configured according to your specifications. The coverage is based on the manufacturer's warranty extended to us as the supplier.

Warranty Process

If a hardware component malfunctions or is defective, the customer must notify us promptly with a detailed description of the issue. Upon receiving the notification, we will initiate the warranty claim with the manufacturer on your behalf as quickly as possible.

Warranty Limitations

Usage-Related Wear and Tear: Components that fail due to reaching their expected usage lifespan are not covered under this warranty. For example, storage devices such as SSDs that exceed their write endurance limits (e.g., too much data written) or other parts that degrade over time from normal usage are excluded.

1. Hardware Modifications: Any modifications, misuse, or improper handling of the hardware may void the warranty.
2. Third-Party Items: Accessories, add-ons, or components not included in the original configuration are not covered.
3. Non-Hardware Issues: Software-related problems or operational errors are excluded.

Response and Resolution

We will act swiftly to address any hardware issues, but the resolution timeline depends on the manufacturer's warranty terms and processing speed. We cannot guarantee a specific time frame for repairs or replacements.

Exclusions

This warranty does not include:

- Compensation for downtime, data loss, or other indirect damages resulting from hardware failure.
- Coverage for parts that have exceeded their normal operational life or usage thresholds.

Customer Responsibility

Customers must ensure the hardware is used properly and in accordance with the manufacturer's environmental and operational guidelines. Regular monitoring and maintenance of usage-sensitive components, such as SSDs or fans, are recommended to avoid unexpected issues.

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