

General Terms and Conditions of the Guarantee

Table of contents

Scope of Warranty: 3
Exercise of the Warranty: 3
Exclusions and Limitations: 4
Final Provisions:..... 4

Scope of Warranty:

1.1 The seller, HDWR Global, provides a warranty on the purchased products, guaranteeing that the products are free from physical and legal defects for a period of 1 year/2 years from the date of purchase.

1.2 The warranty covers repair or replacement of products with manufacturing defects that become apparent during the warranty period.

1.3 The warranty does not cover defects resulting from misuse, negligence, modifications, repairs performed by unauthorized services, or fortuitous events such as fire, flood, etc.

Exercise of the Warranty:

2.1 In order to exercise the warranty, the Customer shall deliver the product together with the proof of purchase to the service point indicated by the Seller.

2.2 The Seller undertakes to consider the complaint and, if it is considered legitimate, to repair or replace the product with a defect-free one in the shortest possible time, but not exceeding 14 working days from the date of receipt of the product.

2.3 If the product cannot be repaired or replaced, the Seller agrees to refund the equivalent of the purchase price of the product or offer another product of equivalent value.

Exclusions and Limitations:

3.1 The warranty does not cover consumable parts, aesthetic damage that does not affect the functionality of the product, or damage resulting from misuse.

3.2 The vendor shall not be liable for indirect damages, loss of data, loss of profits, or any other intangible damages resulting from the use of the product.

Final Provisions:

4.1 Any disputes arising from the implementation of this warranty shall be resolved by the competent court according to the law of the place of residence of the Seller.

4.2. In matters not covered by these terms and conditions, the provisions of the Civil Code and other applicable laws shall apply.