

## WARRANTY CARD

Fill in, sign and print this page. Attach a copy to the package before shipping and send us another one to [ventas@tiendasigloxxi.es](mailto:ventas@tiendasigloxxi.es)

**Customer data.** Please fill in all fields

Name and surname	
E-mail	
Phone number	

**Order information.** Please fill in all fields

Order number	
Model and brand	
IMEI / Serial	

**Detailed description of the incidence and tests carried out:**

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**How are you going make the product get to us?** Mark only one option

	You bring it to us in person.
	You send by post or private carrier (We'll refund the amount when we receive it).
	We send a messenger to pick it up from you (12.90 € VAT included).

**If the SAT does not accept warranty repair, what do you prefer?** Mark only one option

	Repair budget, which you can accept or reject
	Return the product without being repaired
	Abandon the goods

**Warranty conditions:**

1. The warranty covers manufacturing defects and their validity is two years from the date of acquisition. For batteries and accessories, its perishable nature is taken into account. The boxes, manuals, CDs, drivers, software and other items are out of warranty.
2. Not covered by the warranty: The issues arising from improper use or any use other than that for which the device was manufactured, incidents result of normal wear, the devices that have been introduced in dust or water, exposed to inadequate temperatures or weather conditions and those used disregarding the recommendations of the manufacturer, the devices where inadequate or unofficial software has been installed and slight software bugs that do not affect the correct performance, the devices which have been connected to accessories not supplied by the brand or plugged to inadequate voltages, the devices dismantled or modified by the user and incidents detected and not reported within two months. For those devices with more than one battery, the performance of at least one of them is guaranteed.
3. Fill in, sign and send to [ventas@tiendasigloxxi.es](mailto:ventas@tiendasigloxxi.es) this card and wait until we authorize the shipment of the goods .
4. Once approved, you'll have to send us the machine, accessories and manuals in its original box with packaging and seals, all placed in adequately and in perfect conditions, this card adequately fulfilled, the bill of acquisition, any other documents of interest and the report of any other technical service, screenshots, logs, etc. .
5. The customer is responsible for any damage, loss or theft of the goods while travelling to us. We offer you two possibilities for that: A) Bring the device in person to our office. B) Send it by Post or courier with paid shipping costs. We do not accept COD.
6. Once received, we will apply for the warranty to the manufacturer or any other authorised technical service.
7. The Technical Service can take up to 3 months to solve the issue.
8. If your incidence is under warranty your device will be returned to you repaired or be replaced by a new one if the repair is not possible. After the repair, we will deliver the device to you for no cost.
9. If the issue is not covered by warranty the technical service will prepare a repair budget which you can accept or reject. Repairs non covered by warranty have a warranty period of 3 months.
10. If the unit comes without all accessories, packaging and box in a perfect condition or incidence is not covered by warranty (regardless of whether the budget is accepted) or the device is working properly, we will dispatch it back to you either by: a) Comming pick it up at our office in Valencia. B) Send it by courier at a cost of € 10 (VAT included).

**If your order meets the conditions you can return it to:** Tienda Siglo XXI. Av. Pío XII, 60, esc B, 1º, 1ª. 46015 Valencia, España

	<b>Shipments unauthorized or non-compliant with the conditions will be delivered back to the customer, who will pay for the postage and lose any warranty rights.</b>
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