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With our Advance Warranty Replacement program.

Even though the failure rate of our products is very low, in the event of a failure of a critical piece of equipment we realise you need to get back up and running with minimal fuss and delay.

For a low price we are pleased to offer our Advance Warranty Replacement program, (AWR). The AWR ensures that in the event of a hardware failure whilst within the warranty period and once the service centre has determined it's likely a valid warranty claim, a replacement unit will be promptly despatched to the site. This will be in advance of the faulty unit being returned to the service centre. Once the faulty unit has been received, inspected and found to be a legitimate warranty claim, the replacement unit can simply be kept.

#### How It Works:

In the event of a technical issue with a product covered by this warranty program, contact your supplier for assistance. They will clarify the issue and suggest troubleshooting steps. If they believe it may be a valid warranty claim, they will contact the warranty service centre to confirm, who may ask for additional information or troubleshooting steps to be performed.

In the event of the warranty claim being likely to be valid, a claim form will be provided to you to fill in. Note that it will ask for credit card details for which the value of the goods will be pre-authorized, (but not charged), against those details. This is to cover for if the item returned is not recognised as a valid warranty claim if the replacement item is chosen to be kept anyway, or is otherwise not returned.

On receipt of a correctly filled out claim form a replacement device will ship out promptly, which can be kept if/when the original item is returned and the warranty claim is confirmed.

If for some reason the warranty claim isn't valid, then the replacement unit can be purchased and/or the returned item can be shipped back, (freight would be chargeable).

## Terms and Conditions

Warranty upgrade must be purchased in the same transaction as the item it applies to.

N.B. For bulky items, (Cash drawers and Pos Terminals for example), there may be a surcharge to cover freight to remote areas. Please call for a quote on this if required.

The item being returned for warranty claim must be returned within 7 days. Some reasonable allowance for remote areas will be made.

Receipt of the claim form indicates that the warranty service centre accept that there may be a valid warranty claim on the item in question, but this cannot be taken as confirmed until the item is inspected at the warranty service centre.

Reasons for not accepting the warranty claim may include but are not limited to, the product has in the warranty centre's sole judgement been subject to misuse or abuse, is outside of the valid warranty period, the failure has been caused by an act of God, (e.g. Flood or fire), the issue is related to configuration, compatibility or software issues of any kind including viruses, malware, drivers and data corruption.

If a product is found not to be a valid warranty claim then the claimant is required to purchase or return the replacement item supplied within 7 days, (some allowance for remote locations can be made). The original item may be returned if the claimant agrees to pay the freight charges which are available on request.

In the case of an out of warranty repair being required then a quote will be generated for the repair prior to commencing the repair.

Any replacement item may be new or a reconditioned product. It may have had prior use resulting in cosmetic wear and tear and reduced lifespan compared to a new item.

While an identical item will be supplied where practical, an equivalent product may be supplied in some cases.

On receipt of the replacement item, the faulty item must be sent promptly to the Aniluin service centre for assessment. Failure to deliver within 7 days will result in charging of the value for the item to the supplied credit card details, (some allowance for remote locations can be made).

In the event of an item being found not to be a valid warranty claim, or an item not being returned within the times stated above, the replacement value of the item listed below will be charged to the credit card details supplied.