

## NAMIRIAL TABLETS TERMS OF WARRANTY AND REPAIR

### SECTION I - Terms of Warranty

#### 1. Warranty

1.1. Namirial shall rectify free of charge and within the warranty period all material or processing defects reported on a Namirial product. Namirial reserves the right to repair or exchange, at its own discretion, individual parts of the product or the product in its entirety. An exchange may comprise either new parts / a new product, or repaired parts / a repaired product in which case the repaired parts or repaired product will conform to the new product in terms of function. The exchanged or repaired parts / exchanged or repaired product(s) will be covered for the remaining policy period of the product originally sent for repair. Parts or products sent in and exchanged will become property of Namirial.

#### 2. Warranty period

2.1. Purchasing a Namirial signature pad entitles you to a warranty period of three years from the date of purchase for the product. The date on your sales receipt is decisive.

2.2. It is possible to purchase a guarantee extension of one, or a maximum of two years beyond the original period. This option can only be selected once upon ordering your item(s). A subsequent warranty extension is unfortunately not possible.

#### 3. Exclusion of warranty

3.1. Damage to the product due to accident, misuse, improper use, negligence or unauthorised alteration or repair is not covered by the guarantee.

3.2. Damage due to improper handling is not covered under warranty.

3.3. Damage results from normal wear and tear of product parts.

#### 4. Sending / Returning damaged or faulty items

4.1. Please provide a repair return document (RMA form) to send back an item - see last page.

4.2. Please be aware that repairs shall be carried out exclusively according to our enclosed repair conditions and manufacturer's prices where appropriate.

4.3. We do not accept items without prepaid postage.

### SECTION II - Terms of Repair

#### 1. Repairs - General

1.1. Namirial reserves the right to repair or exchange, at its own discretion, individual parts of the product or the product in its entirety. An exchange may comprise either new parts / a new product, or repaired parts / a repaired product in which case the repaired parts or repaired product will conform to the new product in terms of function.

1.2. For repairs within the warranty period (standard 3 years from the invoice date), please read the enclosed warranty conditions. This will also provide information as to what damage is covered by the warranty.

1.3. Namirial reserves the right not to repair individual products outside the warranty period, or merely to offer certain repairs for individual product types.

#### 2. Sending items for repair

2.1. Please provide a repair return document (RMA form) to send back an item.

2.2. Please enclose an invoice copy.

2.3. Unfortunately, we cannot process items sent without an RMA document. Provided that a sender and their contact details are visible, we shall send back the item(s) on request as per the manufacturer's delivery conditions and shipping



costs.

- 2.4. Please also use an RMA document if you would like to send us a faulty item for recycling or appropriate disposal.
- 2.5. We do not accept items without prepaid postage. Unfortunately, it is not possible to reimburse a sender for their dispatch costs.
- 2.6. Please be aware that we charge a testing fee of € 10,-- for sending non-faulty devices. If you are unsure whether or not your tablet is damaged, please contact us.
- 2.7. If you are unsure whether the damage to your device is covered by the warranty conditions, you can state on the RMA form whether you would like a repair (subject to cost), to receive a price estimate (subject to cost), or whether the item(s) should be recycled or properly disposed of free of charge. Namirial recommends providing this information as a precautionary measure, as otherwise we shall charge a testing fee of € 10,-- where applicable for contacting you and clarifying if you wish any repairs to go ahead.
- 2.8. Please pack the product in an appropriate way in order to prevent further damage during transport. Please select a shipping method with sufficient insurance and a delivery note where applicable. The sender shall dispatch the item entirely at his own risk, being responsible for any possible damages or loss of the product during the shipment.

### **3. Repair costs**

- 3.1. If repair is not covered by the warranty or falls outside the guarantee period, the repair shall be effected at the respective cost given on Namirial's price list plus returning the item as per the manufacturer's delivery conditions and dispatch costs.
- 3.2. You will receive a cost estimate from us if a repair subject to cost is required and no entry has been made on the RMA form regarding repairs. For this we shall charge a testing fee of € 10,-- independent of any repair later issued.
- 3.3. If an item cannot be repaired, it will be recycled or appropriately disposed of as per your request, or sent back to you as per the Namirial's delivery conditions and shipping costs.
- 3.4. If the repair is covered by the warranty, it shall be carried out free of charge and the item(s) sent back to you free of charge.
- 3.5. Please be aware that Namirial reserves the right to request advance payment before return shipping for repairs or return deliveries that are subject to cost.

### **4. Return shipping**

- 4.1. Warranty repairs will be returned by Namirial free of charge.
- 4.2. The manufacturer's delivery terms and shipping costs apply on the return of all non-warranty repairs.

### **5. General provisions**

- 5.1. These Terms of Warranty and Repair are governed by Italian Law.
- 5.2. In the event of any dispute between the parties in relation to these Terms of Warranty and Repair, the Courts of Ancona (Italy) shall have exclusive jurisdiction.
- 5.3. Should any of the provisions of these Terms of Warranty and Repair prove invalid as a whole or in part for any reason, or should any part lose its validity at a later date, that provision of these Terms of Warranty and Repair will be enforced to the maximum extent permissible so as to effect the intent of the parties, and the remainder of these Terms of Warranty and Repair will continue in full force and effect. The rest shall remain unaffected and valid. In this case, both parties agree to replace the invalid clause with a corresponding text, which is valid and equivalent to the intended meaning.



## **Namirial RMA Form (Repair Return)**

Please provide a document and make sure to include the following:

- Company Name
- Contact Person
- Address
- Telephone number
- Email address
- Model and serial number of equipment
- Reason for return

Please provide a copy of the invoice.

If you are unsure whether the damage to your device is covered by the warranty conditions, you can state:

- whether you would like a repair (subject to cost),
- to receive a price estimate (subject to cost), or
- whether the item(s) should be recycled or properly disposed of free of charge.

Pack your return securely in the original packaging or your own box.

That's it! We will contact you when we have received and processed your return.

### **Ship To:**

Namirial S.p.A.  
Via Caduti sul Lavoro n. 4  
60019 Senigallia (An) - Italy  
Tel. +39 071 63494