



GRANADA IT COMPONENTS  
EUROPE BV

## RMA POLICY GRANADA IT COMPONENTS EUROPE BV

When you apply for an RMA number we will send you an RMA form. Please fill out this form precisely and fax it back to us. We will issue an RMA number within 3 working days. This RMA number is valid for 7 days.

All returns should be:

- ( I ) specified per line item on our RMA form.
- ( II ) accompanied with copies of the original invoices for each line item.
- ( III ) returned with sufficient protection to avoid physical or electrostatic damage. (We suggest packing in antistatic bags and boxes with separators).
- ( IV ) in their original packaging with accessories originally sold together with the product.
- ( V ) with your RMA number clearly marked on the exterior of the box.
- ( VI ) Please don't forget to issue a zero/1 usd value invoice with your shipment.

Granada IT Components Europe bv reserves the right to refuse any RMA that fails to meet the requirements stated above.

Warranty will be considered VOID under following conditions:

- ( I ) Products malfunctioning due to improper handling
- ( II ) Products which are out of warranty
- ( III ) Products which are not sold by our company
- ( IV ) Original specification of product has been altered/modified.

Any shipping damages / discrepancies must be reported to the carrier, as well as to Granada IT Components Europe bv, within 24 hours.

During repair, the technical department cannot be held liable for the loss of data stored in magnetic storage devices (eg. Flash).

Only labels and markings issued by Granada will be accepted, all other markings must be removed.

Undefined RMA items, non defective items, goods from other vendors, damaged goods etc. will be returned freight collect. Granada IT Components Europe bv holds the right to invoice customers handling fee of 35 euro per shipment minimum.

### Warranty agreement

Please be advised that Granada ICT Trading bv provides lifetime warranty on original memory, 1-year on on third memory, 3 months on OEM memory, unless stated otherwise.



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Granada IT Components Europe bv provides for CPU's in OEM / tray packing, between 3 months and 1-year warranty. The warranty period will be agreed upon when a transactions is closed and the warranty period on the product you bought from Granada IT Components Europe bv is mentioned on your invoice.

RMA on hard drives is to be dealt with the manufacturer directly.

Granada IT Components Europe bv reserves the right to refuse any RMA that fails to meet the requirements stated above.

The final decision to repair, replace or refund will be made by Granada IT Components Europe bv.

**Rotterdam, 10th april 2006**