

ComX Computers fault report

Please complete this fault report when returning goods to us that are under warranty.

Kindly take note of these guidelines as they affect your warranty.

- 1) **ComXpert International C.C.** is not a grey importer and does not offer any warranty cover for any product - **all warranties are covered by the official supplier in South Africa only and the supplier's decision on warranties are final and not negotiable.**
- 2) The warranty is the **local supplier's** guarantee that the product will be free of **manufacturing defects** and that it will perform as intended for a certain period of time if no modification has been done to the product, and when no attempt has been made to enhance the performance, specifications or physical appearance of that product.
- 3) Software issues are not covered by a warranty.
- 4) **All warranties are "carry-in"** unless specified otherwise. We will return the product to the **local** supplier on your behalf for warranty repairs within the specified period. All shipping costs between us and the customer will be paid by the customer.
- 5) The warranty only covers the cost of labour and parts involved in repairing the faulty product, there are no product replacements, unless such an agreement exists with the local supplier and such information has been clearly stated on your invoice. If a customer insists on a new replacement product where no such policy exists, a trade-in value of 7% of our current pricing applies to the faulty product, and the charge for the replacement unit will be at the full cost of a new unit and will exclude any free service, discounts or specials.
- 6) Certain local suppliers will collect and deliver the product at no charge ("collect and return warranty"). The supplier will have the right to charge for shipping costs if it is found to be software related or any other issue that is excluded from warranty. If a collect and return warranty exists with a supplier, we will not be responsible for dealing with the repair and all repairs are handled directly by that supplier. Please contact the supplier for collection of your faulty product as this will be the fastest and most convenient way of having your product repaired.
- 7) Physical damage (including but not limited to power surges, lightning damage, burnt components, scratches, dropped or bent products, liquid damage) is not covered by a warranty.
- 8) Static damage may void your warranty.
- 9) Software and data may be lost – please back up your data regularly.
The customer takes full responsibility for data loss and accepts that such data loss may occur during a repair and that ComXpert International and its suppliers will not be held liable for any direct or indirect losses arising from such data loss.
- 10) A product may have different warranties on individual sub-components (including but not limited to headsets, speakers, laptop screens and rechargeable batteries).
- 11) Wear and tear is not covered by a warranty.
- 12) Other conditions may apply to your warranty and are subject to change without notice.
- 13) We reserve the right to charge if a customer is unwilling to participate directly with the supplier regarding their product and would like to use our services to mediate with such matters.

Customer fault report

Our details

**ComXpert International
41 Birmingham Street
Highveld X8
Centurion
Pretoria 0186**

**support@comx.co.za
Fax (fax to email): 086 628 8300**

Your details

Full name:
Company name:
Email address:
Telephone number:
Cell Number:

Your address where the product must be returned to:

The product's description

Your invoice number:
Product description:
Product's serial number:

Description of the fault:

This is a permanent fault
This is an intermittent fault (happens sometimes)

Full description of the fault:

Passwords (Laptops, PDA and computers)

BIOS password:
Operating system password:
Any other password that may be of use:

Data loss

Please note that your data may be lost on your device (PC, laptops, PDA, etc). We need to give your permission to the supplier, repairing agent or manufacturer to delete your data. Please sign the permission slip *below*.

Any other information you would like us to know:

I have read all the conditions of my warranty cover, as well as the warranty guidelines given to me by ComXpert international and accept them.

Name:

Signature:

Date:

Data loss permission slip

I hereby give ComXpert International, its suppliers, manufacturers, and repairing agents my permission to delete any data and to reformat the device's storage unit, if this is required for the device to operate as intended. I understand that all my data will be lost and may be unrecoverable.

Description of the device:

The device's serial number:

My invoice number:

Name:

Signature:

Date: