

IDN T's and C's regarding refurbished products

All media, consumables and software do not carry any warranty.

Refurbished products are sold with a standard 1 (one) year warranty.

This warranty may be extended to a 2 (two) year warranty at an additional 15% cost of the item's price. New items are sold with the respective manufacturer's warranty.

Hardware is only swapped out for a complete new unit if found faulty and returned within 48 hours.

PABX cards, Notebook and UPS batteries only carry a 3 (three) month warranty.

Faulty items that cannot be repaired, will be swapped out provided it's within the warranty period.

The following are excluded from warranty claims:

- a. Any physical damage to or mishandling of the item,
- b. Any burn marks on the item,
- c. Lightning damage, or damage due to power surge,
- d. Missing / damaged serial numbers and / or other original labels,
- e. Any markings, writings on and / or tampering with an item.

Before an item (PABX, Switchboard, Phone, laptop, PC, server) is booked in for repair, it is the responsibility of the client to make the necessary data back-ups where possible.

We take NO responsibility for any data loss nor do we make back-ups on behalf of a client. Any repair time given by IDN merely serves as a guideline and we will not be bound by it. We will at all times keep the client informed regarding repair progress

Delivery

Orders are either delivered via courier (on customer expense) or collected from our premises. WE DO NOT DELIVER ORDERS OURSELVES.

Although great care is taken when packing items that's to be couriered, IDN accepts no liability for items damaged during in-transit with couriers.