

The Server Group Ltd Warranties

As one of The Server Group Ltd.'s valued customers we would recommend that you take a moment to read this document thoroughly so that in the event a problem arises, it can be solved quickly and concisely.

If you have any issues in setting up your account, please do not hesitate to get in touch with your Account Manager who will be happy to assist. The following covers the hardware element of any Warranty agreement. If you have purchased an additional software license and accompanying support contract, you should receive details about this separately. If you do not receive it shortly after receiving your items, please contact your Account Manager to obtain a copy.

If there is any further information you require that is not covered, please feel free to get in contact with us and we will provide it for you.

To log your support request, please choose one of the options below.

You will need your System Serial Number ready. This can be found on the chassis of the system – for rackmount systems this is typically on the top of the chassis at the front. On workstations this is usually at the rear but may also be underneath.

For Return to Base Warranties: Call 01283 576848 or email
support@theserver.group

For On-Site (Extended) Warranties: Please reference the individual support contract you will have been supplied. This details all information necessary for you to submit a support request.

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Head Office

Lancaster Court,
Lancaster Park,
Newborough Road
Burton on Trent,
Staffs
DE13 9PD

Tel: **01283 576 848**

PASSIONATE ABOUT SOLVING YOUR TECHNOLOGY PROBLEMS

Web: theserver.group
Email: hello@theserver.group

VAT Registration Number: GB 990 6761 78
The Server Group is a trading name of The Server Group Ltd, registered in England & Wales No. 07262636

Return to Base Warranty

A return to base warranty is provided as part of the bundle for all of our server and workstation systems supplied as standard for a period of 3 years from the date of order (Parts covered for all 3 years, including labour). This warranty is not transferable. To keep our service fast and efficient and to avoid confusion please observe the following conditions:

- 1) The warranty is valid for workstations and servers located on the UK mainland only (Carriage surcharges are applicable for Northern and Southern Ireland, Scottish Islands, Scilly Isles, Isle of Man, Guernsey and Jersey).
- 2) The Server Group Ltd is liable for the cost of repair and/or replacement of defective goods only.
- 3) No liability is accepted for loss of data and /or software through mechanical or technical failure.
- 4) We will reply within 1 working day to your support request.
- 5) We do not provide a guarantee on availability of replacement components. In the event a component may need to be sent back to a manufacturer this process can take up to 2 months to complete.
- 6) If a replacement component is no longer manufactured/available, we will provide details on a suitable replacement.
- 7) We provide no service level agreement to the turnaround for the repair of a system on Return to Base warranty. Our typical turnaround is 1 week from receipt of a system, but this may be longer depending on the type of fault or availability of replacement components.
- 8) It is the responsibility of the customer to pay all costs to return a system or component to us for repair. The Server Group Ltd will pay the costs for returning a repaired system or component.
- 9) Adequate packaging will be required to return the system to The Server Group Ltd and this will be at the responsibility of the customer. All liability with the shipping lies with the customer.
 1. Please keep all original packaging for this purpose.
 2. Please note; this warranty does not cover machines found to be:
 - 1) Damaged either by accident, misuse or by incorrect line voltage (surge protectors are advised).
 - 2) Faulty due to improper installation of the machine and / or additional components or software.
 - 3) Faulty due to unauthorised repair and / or software configuration faults.
 - 4) Faulty with altered serial numbers, either internally or externally.

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On-Site Warranty

The service covers hardware purchased from The Server Group Ltd within the specified service period. During this service period, The Server Group Limited may provide parts for replacement along with a qualified Engineer to carry out the work outlined. This applies only after diagnostics have been performed and a replacement part has been confirmed by our Technical Team to resolve the reported issue. Further diagnostics may be performed onsite at the Engineer's discretion.

On-Site warranties can be taken out for a period of 1 to 5 years, with special agreement additional years can be added. We offer three levels of warranty service so that our customers can personalise their chosen warranty to fit their requirements, which will be outlined below.

Note - An onsite warranty means that where available, a replacement part will be shipped with an engineer for replacement when the original part has been deemed faulty. This does not guarantee stock availability for immediate delivery, as items are provided on a best endeavours' basis. If you require guaranteed stock availability for replacements, additional warranty with a spares kit will be required. This upgrade can be quoted by your Account Manager when quoting your order.

The following service levels are available;

1. Next Business Day
2. 4 Hour Response 24/7

*Onsite Warranty does not include onsite support and diagnostics: Service requires local customer representative to support triage.

For guaranteed parts shipping from UK spares hub to UK last request by 15:00 or Internationally by 11:00 (GMT/BST).

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