

# Extended 2-year warranty

## Convena Certified Refurbished Hardware

- All Convena Certified Refurbished products carry minimum a 1-year warranty.
- An additional 2-year warranty can be purchased to the product for a fee of 15% of the product net sales price. With the given 1-year warranty, this gives you a total warranty of 3 years.
- No additional 2-year warranty on batteries is possible.

### Exclusion from warranty

- If the product has been found to be defective after expiry of the warranty period.
- The warranty is voided by removal or alternation of product or part identification or serial no. labels.
- If the product has been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure caused which Convena Distribution A/S is not responsible whether by accident or other cause. Convena Distribution A/S will determine such conditions.
- The product is damaged beyond repair due to force majeure e.g. but not limited to natural disaster such as a lightning strike, flood, earthquake, etc.

### Warranty policy

- All warranty is carried out under the “Return to Base” term.
- All returns must be accompanied by an RMA form with a valid RMA number issued by Convena Distribution A/S. [Read more about RMA on our website >](#)
- Any items returned to us which are found to have no defect will be subject to service charges and returned to you with freight charges due.
- All returned items must be packed carefully to avoid damage during transit. If possible, please use the original packaging. Any items received damaged in transit will not be covered under warranty.
- We will repair, replace or issue a refund for defective items which are under warranty, at our sole discretion.
- We will return the repaired or replaced unit free of charge.
- Convena Distribution A/S cannot be hold responsible for any lost data on received units. Please perform back up before shipping item.
- DOA (Dead on Arrival) is considered only when claim is received within 30 days of the invoice issue. All DOA returns must have original box, all accessories material returned with product. DOA products will receive a replacement. If the item has been physically damaged, the DOA warranty will lapse.

