



Warranty & Support Service Policy

Product Repair

Warranty Depot Repair - Unit is returned to SNUC for repair and returned to the end user once repairs are complete.

Return Expiration

RMAs expire 45 days after issuance. After this time, please contact SNUC Support to reinstate the RMA. The RMA will be subject to approval at this time. For example, if the warranty expired since the original RMA was issued, the RMA will not be re-approved.

Field Replaceable Units (FRU)

In the event of a component failure, a FRU will be shipped in lieu of a full appliance. Components considered FRUs include, but are not limited to:

- Power Supply
- Rail Kit

Drive Erasing Policy

All hard drives returned to SNUC go through SNUC standard drive erasing process. This is a quick process which removes partition tables from the hard drives, making the data unreadable. However, this does not prevent data from being recovered by specialized equipment or software. Hard drives returned to the manufacturer for replacement are overwritten to ensure the data is no longer accessible. SNUC takes no responsibility for data that may be recovered by others using specialized equipment or software.

Information Required for RMA Creation

- Product serial number
- Contact name, phone number, email
- Description of problem and any troubleshooting performed
- Any relevant log files or screenshots
- End user contact name, phone number, email
- Shipping address
- Type of service requested (Depot Repair, Advance Product Replacement)
- Shipping service requested (Overnight, Ground)



Service Levels

All turnaround times are from the date of check-in at SNUC to the date of shipment. Returns received after 10am GMT will be checked in the following business day.

Return Type	Description	Turnaround time
DOA	Product repair, in first 30 days of receipt, within warranty that will return to the end user	1 to 3 business days
Warranty Repair	Product repair within warranty that will return to the end user	3 to 5 business days

Shipping Charges

SNUC covers Ground shipping one way, in the UK and EU, for RMAs of defective products. This is typically outbound shipping but can be inbound shipping if the Customer paid to expedite outbound shipping.

SNUC does not cover duties, taxes or VAT on RMA shipments. Duties and taxes are billed to the Customer, unless requested by the Customer to use a different account.

Return Address

A valid RMA number is required to return any product to SNUC for any reason. RMA numbers are used to track returns and obtaining an RMA does not deem the product defective. To obtain an RMA number, please contact our SNUC Support department.

Ship all RMA's to:

EU Office:

SNUC Systems Europe Ltd
Attn: RMA # (# is Provided by SNUC)
Unit 3
IDA Business Park
Ardee Road
Dunleer
Co Louth
A92 RP77
Ireland

UK Office:

SNUC Systems Limited
Attn: RMA # (# is Provided by SNUC)
Unit 21 Q and 21 R
Balloo South Business Park
Enterprise Road
Bangor
Co. Down
BT19 7TA
UK



Packaging

Returns should be packaged in a suitable fashion so as to ensure safe shipping. It is strongly recommended to use a carrier which can provide proof of delivery for your protection and to fully insure the return shipment in case it is lost or damaged.

Shipping Damage

SNUC insures all shipments from our facilities. SNUC will only handle claims for shipments which are from one of our facilities and on our shipper accounts. Claims for shipments on a third party shipping account are the responsibility of the account holder. In the event of shipping damage SNUC must be notified within 7 days of delivery so a claim can be opened with the carrier. All packaging must be retained for carrier inspection and photos of all packaging and product must be provided to SNUC. Failure to notify SNUC within the allotted time and retain packaging may result in a refused claim. Repairs for shipping damage for which SNUC is not responsible will be billed at an hourly rate plus the cost of parts.

Exclusions

Modified Parts

Modifying a component voids the warranty with the manufacturer of that component. In the event SNUC is requested to modify a component, the Customer assumes the responsibility to replace the modified component should it fail, and is not covered by the SNUC warranty.

Items Not Covered

- Components not installed by SNUC
- Customer Supplied Product installed by SNUC
- Products damaged by accident, misuse, abuse, improper handling, environmental conditions, or normal wear and tear from use
- Products that have been physically damaged, written on, or altered/reworked in any way
- Products that have been defaced or had their labels or serial tags removed
- Products that show evidence of tampering
- External components such as keyboards, mice, cables, monitors, and battery backups
- Any software sold with the system or individually

For Customers located in the UK

Under the Consumer Rights Act of 2015, you have statutory rights in relation to the Products and Services. Those rights are not affected by this Agreement. Our address for purposes of notice is SNUC Systems, 495 Round Rock W. Dr, Round Rock, TX 78681.

Liability Limitation

In no event shall SNUC Systems's total aggregate liability to the computer owner for all damages (other than as may be required by applicable law in cases involving personal injury) exceed the amount of two hundred and fifty dollars (U.S. \$250.00).