



ASB Computer

C/ Impresores, 5
30.800 Lorca (Murcia)
Spain
Tl/Fax: (+34) 968 47 31 28
Móvil: (+ 34) 649 65 37 78

Web: www.asb-computer.com

Sales: sales@asb-computer.com

Support: support@asb-computer.com

Information: info@asb-computer.com

Return policy for products within warranty period and shipping procedures for products for repair

Dear customer:

To minimize problems, please read and follow the rules below carefully.

A: At <http://www.asb-computer.com/rma.html> you could see RMA form (return material authorisation) necessary to send us any product. Please, complete this form and send us by fax (+34 968 473 128) or by e-mail support@asb-computer.com

B: After you will receive an email or fax that gives you an RMA Number and our Return Shipping Address to ship your returned items. The RMA Number must be included on the outside label of your shipping box. Our warehouse is not authorized to accept return shipments without an RMA Number on their shipping label. Returns without prepaid postage will be refused by ASB Computer.

C: All products returned in warranty must include an RMA form, a copy of the invoice and all packaging, accessories, and manuals that came with the product. All products returned need to be complete and securely packaged prior to transport. Failure to securely package the product may result in serious damage to the product and void the return. Incomplete returns will not be processed.

D: (*For products within warranty period*). After receiving the package, in 20 working days or less, ASB Computer technical service will contact by email with the customer to notify him the result of the evaluation of his case and of the test performed.

a) If product has been used in agreement with the manufacturer Warranty terms, and after the customer confirmation of our email, ASB Computer will send a replacement product shipping cost free.

b) If product is not in stock, it will be sent to the manufacturer in order to be replaced or to be repaired by them. If the product can't be repaired or replaced by product with equal or superior features, ASB Computer will refund the customer the cost of the product.

c) If product has been incorrectly manipulated it will be sent to the manufacturer in order to be checked by them.

E: (*For products for repair*). After receive the package, in 20 working days or less, ASB Computer technical service will contact by email with the customer to notify him the result of the test performed and an estimated time of the repair procedure.