

# Warranty



Because products are sourced from many different channels, warranty is not always the same across every product. Sometimes, there may be a balance of the Manufacturer's warranty still covering the item, but in other cases, this may have expired, even if the item is still New. Some manufacturers do not transfer warranty, so you need to be aware of what you can and cannot transfer, and if you need help, please ask us.

All our products purchased on our website, except consumables are covered by a minimum Servers and Spares - 1 Year return to base warranty.

If the item you purchase is covered by a Manufacturer's warranty as described in the product description, please read the product description and the manufacturer's websites for full details of support before purchase.

We can also provide extended warranty on any product, just contact us to discuss.

## Product Condition

Servers and Spares source our products from lots of different suppliers including but not limited to, manufacturers, distributors, leasing companies, brokers and resellers. The condition of the products that we purchase can vary from new retail to not fit for resale, and we therefore grade all items of equipment before it is made available for sale. Our grading process is details below:

F/s - New - A brand new item in original sealed packaging.

New Open Box - An item that has not been used but the packaging may have been opened to check the contents or the item may have been repacked due to damaged original packaging.

New Other - An Item that is unused. It may not be in original packaging, but is still new.

Manufacturer Refurbished - A pre-owned item that has been fully tested, cleaned and returned to factory defaults where applicable.

Servers and Spares Refurbished - A pre-owned item that has been fully tested, cleaned and returned to factory defaults where applicable and is covered by own warranty.

