



LIMITED WARRANTY

Limited Warranty and Service Policy define the warranty on Smartkiosk Italy products and all the procedures to obtain it.

Limitats of the Warranty: all the Smartkiosk Italy products are guaranteed against defects in manufacturing, materials and electronic components on condition that terms and conditions of use are respected, as indicated in the use and maintenance handbook provided with the product. Every defect whose origin will be attributed to inappropriate use of the product cannot have any right to be repaired in accordance with warranty conditions.

Warranty Period: Smartkiosk Italy products are guaranteed for 12 months from the shipment date specified in the transport document, except when a different agreement is written in the sale contract. All warranty requests have to be submitted to Smartkiosk Italy before the warranty period expires.

Procedures to be followed to make a warranty claim: to activate the right to the advantages of the Warranty it is necessary to follow the procedures of request of Assistance stated below.

- 1) Ask for the RMA form (or download it at <http://www.smartkiosk.eu/download/>) and fill it carefully, paying particular attention to include the following:
 - a) Product serial number
 - b) Date and number of purchase invoice
 - c) Thorough description of the observed problem
- 2) Send the filled form to the email address support@smartkiosk.eu, attaching a PDF copy of the original DDT (Document of transport), that is necessary in order to obtain a Warranty authorization number.
- 3) Include a detailed description of the observed problem, specifying the use the product is destined to.

The utmost clearness and richness in details will help us solve your problem as soon as possible.

Fixing made by others, different from Smartkiosk Italy Support Center: Smartkiosk Italy does not recognize any fixing intervention made on any components, if this is not made c/o Smartkiosk Italy support center; warranty rights are strictly bound to the complete conservation of each and every component. Any technical intervention, not explicitly authorized, on metallic, electric, electronic and informatics components of the product will invalidate the warranty.

Fixing or replacement within the limits of the Warranty: if a Smartkiosk Italy product is defective because of manufacturing or materials and such defect emerges during the Warranty period, then Smartkiosk Italy will either fix the product or replace it with a new one, at its sole discretion.

Smartkiosk Italy is neither responsible for the removal or the shipment of the product to Smartkiosk support center c/o Smartkiosk Italy S.r.l. Operating Premises, nor of the later installation after the product has been reshipped to the client or of any other incidental damage or damage resulting from defect, removal, reinstallation, shipment or other.

Fixing outside the Warranty limits: problems with Smartkiosk Italy products can be due to irregular maintenance, imperfect installation, inappropriate inclusions or modifications to the system, or other problems not due to defects in manufacturing or materials. If the Support Centre believes the problem is not due to defect in manufacturing or materials, the client will have to pay any costs related to the necessary fixing.

Product technical data: all the technical data, usage conditions and other information provided in the catalogue and specified in the appropriate use and maintenance handbook provided with the product are subject to corrections and changes, and no previous notice of these will be given, thus they will have to be checked and verified by the client prior to the purchase.

No other Warranties and obligation limits: this limited Warranty and Service Policy are the sole and only Warranty obligation admitted by Smartkiosk Italy S.r.l. as far as its products are concerned. Smartkiosk Italy obligation in respect to a client or any other person will never exceed the purchase price of the kiosk system. Smartkiosk Italy does not admit any other Warranties, both explicit and implicit, including the implicit Warranty of a product suitability for a specific goal and its marketability.

SmartKiosk Italy S.r.l.

Sede legale
Largo P. Gori, 10
56021 Navacchio (PI)

Sede Operativa
Via Puglie, 7 - Zona Ind. Gello
56025 Pontedera (PI)

Office +39 0587 294486
smartkiosk@smartkiosk.eu
www.smartkiosk.eu

C.F.e P.Iva IT 02157061504
Iscr. R.E.A. PI 185670
Legal mail: legal@pec.smartkiosk.eu