

## Duration

Duration of the Product Warranty: 3 years.

## Generals terms

Teknoservice as a manufacturer of the TTL brand of computer equipment undertakes, in the event that any of the products purchased suffer a manufacturing defect detected within a maximum period of 3 years from delivery, to repair it for free or to replace defective parts. In this case, all the costs of return of the product and the shipment of the new product or repaired are paid by TEKNOSERVICE. Otherwise, that is to say, that the problem of said product does not correspond to a manufacturing defect and is not covered by the guarantee, the consumer will pay all the additional expenses, including those of said return.

To satisfy the guarantee, Teknoservice will have a stock of equipment and parts that will be created at the time of the formalization of the sale.

In order to improve it, Teknoservice will dispose a Stock of products and parts. This will be making after the first delivering of a product.

In case that the replacement parts will not be in the stock and Teknoservice will not be able to find in the market, it will be offered a compatible substitution part about the original configuration.

## Exclusions

The present document has no effect in the countries where Teknoservice has not guarantees service.

The present document does not cover:

- Any product manufactured by Teknoservice.
- Any component that was not original assembled by Teknoservice.
- Any consumable parts: toners, fusing units...

## Procedure to order replacement parts:

It will be request by phone (+34 954 541212) or by email ([serviciotecnico@teknoservice.es](mailto:serviciotecnico@teknoservice.es)) including:

- CIF/VAT of the company, government department or end user.
- Part number of the replacement part.
- Purchase invoice number.
- Serial number.

Or by filling in the form on the following website:

<http://www.ttlcomputer.es/support/guarantee-query/>