

# WARRANTY INFORMATION

Entire range of CIS Desktops, Laptops and Servers come with a **warranty cover of 1 to 3 years**, depending on the model purchased (terms and conditions apply) \* \*.

## Terms and Conditions of warranty:

1. Warranty can be claimed only if a valid warranty card signed by CIS authorised dealer/distributor is produced.
2. Warranty will be considered void, if traces of tampering or unauthorised attempts to customise / damage the equipment is found, even if the product remains under warranty period.
3. Warranty will be considered void, if the warranty is claimed after the specified warranty period for that particular model.
4. Warranty is valid for the first purchaser of the product only and is not transferrable.
5. If the purchaser is located in cities other than the mentioned CIS offices / authorised service centres / authorised dealers or distributors, then CIS bears no responsibility to ship the product to it's facility for scrutiny and repair. The owner needs to ship the product at his cost and convenience to any CIS Office / Authorised service centre / authorised dealers or distributors to avail the warranty, provided all other criterion for warranty is met.
6. CIS provides retail version and OEM version of Windows 7/8/10 on customer requirement, which is charged additionally to customer with proper invoice, as per pricing policy of Microsoft at the time of purchase. In case of OEM version, CIS will not provide any OS related support to customer, even in warranty period. If customer upgrades his system with any OEM version Microsoft OS and subsequently the license of the OS becomes void due to the upgrade, then CIS shall bear no responsibility in recovering / renewing the license.
7. CIS provides warranty on **non-accidental and unintended damage or malfunction** of the following hardware components only:
  - Motherboard and Graphics Card
  - Processor
  - Heat Sink
  - Cooling Fans
  - SMPS
  - DIMM (RAM), Hard Disk, SSD and M.2 drives
  - DVD burner
  - Wiring, Cabling, Connectors and Build
  - Monitor, Mouse, Keyboard and other peripherals