

ADV (ADVANCE REPLACEMENT) WARRANTY WITH RTB (FAULTY LAPTOP)

The customer will be sent a replacement unit once the RMA is approved.

Advanced replacement steps:

-  1. You identify a problem
-  2. Register and claim the warranty on our warranty website: **my-warranty.com**
-  3. Our Returns team in the UK will respond within 8 working-hours
-  4. If we cannot remedy the problem, a returns process begins, and you will be given a Returns Management Authority (RMA) number
-  5. Your replacement machine will begin its way to your location – be it home, work or your service provider – your choice
-  6. We will provide you with the tracking details of the parcel, and you can follow the ETA
-  7. The courier will deliver the parcel, ask for you to sign for proof of delivery and for us to ensure our service levels are adhered to
-  8. Once the replacement has been received our team will contact you to confirm that you can now return the original laptop
-  9. Ensure the laptop is safely packed
-  10. The claimed unit(s) must be returned to our designated address. The shipment back is borne by customer
-  11. We will let you know when the parcel has been received on our premises
-  12. Once your delivery back to us is confirmed, our team will send you a customer satisfaction survey to be completed with your feedback