

Policy
LIMITED WARRANTY (LTO and Direct Buy)

1. NForce Entertainment B.V (onwards referred to as 'NE') warrants the product hardware components ('Product') against defects in material and workmanship, when used in accordance with Manufacturers' documentation for a period of ONE (1) YEAR (12 Months) after the delivery date of original purchase, unless otherwise agreed in writing.
2. In situations where the LTO (Lease to Own) agreements exceeds a ONE (1) YEAR (12 Months) term, the product(s) do not receive any extended warranty, unless otherwise agreed in writing. Customer is at all times obligated to finish the full LTO term as set and initially agreed.
3. NE does not warrant that operation of the products will be error-free or uninterrupted or that the products will in every case process all data correctly. In no event will NE be liable for any consequential, exemplary, special, or incidental damages, including any damages for lost data or lost profits, arising from or relating to this limited warranty or the products.
4. NE will have no warranty obligation with respect to the following circumstances ('Exclusions') ('Ineligible Products'):
 - a. Product that has no defects in materials or workmanship,
 - b. Products with defects that are not reproducible by NForce Entertainment B.V.,
 - c. Products marked as 'sample' or sold 'AS IS',
 - d. Products that have been subject to:
 - i. any modifications, alterations, repair, or servicing by any party other than NForce Entertainment B.V.'s authorized representatives;
 - ii. handling, storage, installation, testing, or use not in accordance with the applicable Documentation;
 - iii. abuse, negligence, neglect, accidents, abuse or misuse;
 - iv. any breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or
 - v. any Acts of God, including fire, flood, tornado, earthquake, hurricane, excessive snow, lightning, riot, insurrection, act of war or other disaster.

5. LIMITED WARRANTY "RMA", "RA" or "RGA" handling

A return merchandise authorization (RMA), return authorization (RA) or return goods authorization (RGA) is part of the process of returning the product for replacement, or repair during the product's Limited warranty period. The customer of the product must contact NE obtain authorization to return the product, service the product or exchange the product.

If you request NE to assist with any RMA, RA or RGA case with your Product when the Limited Warranty has expired, then NE will support the customer with these cases, however all related cost which might occur, will be the responsibility of the customer and have to be paid in full.

6. NE reserves the right to interpret the provisions in this Limited Warranty Information and may change this without prior notice.