



Kramden TEP (Tech Equipment Partner) Warranty

90-Day Policy for Refurbished Hardware

TERMS AND CONDITIONS

The Kramden Standard Warranty Agreement (Warranty) applies to all refurbished laptops, desktops, LCD monitors, and other hardware purchased from Kramden Institute, Inc. through its *Tech Equipment Partner Program*. Kramden warrants that products sold are free from functional defects, for the respective warranty period commencing on the date of your purchase.

Failed or defective products under warranty are eligible for repair through Kramden. Kramden may choose to do any of the following at its discretion:

- a. *Repair the product.*
- b. *Replace the product with a comparable or superior one.*
- c. *Provide replacement parts necessary to repair the product.*

Any systems or components that are returned to Kramden under the warranty terms may be tested for quality assurance.

To facilitate part replacement, Kramden may require customer assistance to diagnose issues or faults with the product. Customers should call or email Kramden prior to returning any items. Any warranty services must be completed by Kramden. Kramden will not reimburse for service performed by others or for customer expenses associated with the troubleshooting or replacement process. Kramden does not provide shipping unless the costs are borne by the customer.

In the event that Kramden provides customers with systems or components, the customer has 30 days to return faulty systems or components back to Kramden.

The warranty does not cover the following:

- *Force Majeure events;*
- *Minor cosmetic imperfections that do not alter functionality;*
- *Accidental damage;*
- *Misuse;*
- *Software corruption, malware, data loss, and other software-related issues;*
- *Battery life;*
- *Issues with equipment other than the sold products.*

Kramden strongly recommends customers follow a responsible regimen of backing up their data and maintain a backup for systems sent in for warranty repair.