

General Rules of Guarantee for IT and TV products

Damp/Liquid Damage

The manufacturer guarantee does not cover liquid damage. In the event the workshop establishes the unit as liquid damage a cost proposal for the repair together with freight and packaging cost will be sent to the customer.

ANOVO Nordic AB will repair a liquid damage unit only after approval of the cost proposal has been received from the customer.

Damage

The manufacturers guarantee does not cover damage. In the event the workshop confirms a unit as physical damage (scratches or similar) on any part of the product a cost proposal for the repair together with freight and packaging cost will be sent to customer.

ANOVO Nordic AB will repair a physically damaged unit only after approval of the cost proposal has been received from the customer.

No Fault Found

The manufacturers guarantee does not cover a “No Fault Found”, units found without any faults are returned back to customer with a fee together with freight and cost of packaging.

Accessories

When sending a product in for repair the remote control as well as the connection cables should also be sent.

ANOVO Nordic AB is not responsible for other accessories sent with the repair such as original packaging, bags, CD's, wall mounts, CA modules, digital cards etc.

Quality/ Others

ANOVO Nordic AB is ISO 9001 certified and works towards maintaining a high quality.

ANOVO Nordic AB has a 3-month warranty cover for workmanship and material on units repaired.

ANOVO Nordic AB has been in the business of repairs of IT products since the start of the 90's and is an independent authorised service partner with experience in judging if a product is repairable or not.

Always refer to the product user manual for more information on terms of guarantee, safety information, maintenance, operations etc.