

TEQCYLE WARRANTY SERVICES

Our products are premium enough to make a difference. With high-quality, renewed tech, matched with industry leading warranties, businesses can reduce their hardware waste, minimize their emissions and make better financial choices. Everything without having to lower expectations on performance or experience. Renewed tech is the future of effective operations.

IN SAFE HANDS WITH TEQCYLE

We provide premium products that are backed up by a warranty service typically found only with brand new products. Our aim is to enhance product durability and champion sustainability, guaranteeing optimal performance and utility while keeping emissions to a minimum. Opting for our services contributes to your environmental conservation efforts and helps reach your business' overall ESG goals.

SUPPORTING YOUR OPERATIONS

WE KNOW HARDWARE

Our experts renew and enhance high-quality hardware day in and day out. As a result, we can offer world class expertise in troubleshooting, repairs, renovations, and service.

WE SAVE COSTS

Stay ahead of any issues and minimize unplanned operating and maintenance expenses. An effective warranty helps keep your operations smooth, rolling, and profitable.

WE PROVIDE LOCALLY RENEWED DEVICES

All our devices are renewed within Europe by industry professionals and skilled technicians.



WARRANTY COVERAGE

All Teqcycle products are covered by our market-leading warranty, offering the same level of security and service that your customers would expect from brand-new equipment.

WE GUARANTEE

- All our laptops are covered by a minimum of 24-36 months warranty*
- All our laptops are free from material and workmanship defects [1]
- All products function as expected under normal use conditions [2]
- All our devices contain batteries in good condition upon purchase, providing reliability and longevity [3]



***The warranty does not cover:** 1. Damage due to misuse: includes damage from improper handling, liquid exposure, and unauthorized modifications, which are outside our warranty scope. 2. Normal wear and tear: we understand devices age, but scratches, dents, and cosmetic damages are considered part of the device's normal lifecycle and not covered. 3. Software issues: our warranty focuses on hardware excellence; thus, software bugs or update-related issues fall outside our coverage. 4. Accessories: Accessories that come with our devices are not included under this warranty, focusing our support on the device itself. 5. Battery Coverage: battery coverage under this warranty is as a standard limited to 1 year for Premium+ devices and 90 days for Premium devices, from the date of purchase. **Should your claim fall under any of the listed exclusions,** charges will be applied based on the "market value" of the device's remaining residual value of the device, plus an administration fee, depending on which is higher. This warranty fact sheet is an integral part of our contract structure, adhering to and respecting the laws and regulations of the jurisdiction in which the sale occurs. **The warranty is non-transferable** and applies to the end-user, starting from the date of sale by the authorized reseller. The reseller remains the warranty point of contact throughout the coverage period. Our warranty is **only valid in regions where Teqcycle products are officially sold**, through our network of trusted resellers. To consider security and transparency aspects, **a proof of purchase is always required** when utilizing our warranty services.

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CLAIM YOUR WARRANTY

1. GET IN TOUCH

Begin by contacting the reseller from whom you purchased your device, initiating the warranty claim process.

2. VERIFICATION

Our dedicated team will verify the issue, assessing warranty eligibility with precision and care.

3. DEVICE HANDLING

If the claim is within the DOA period, a replacement device will be shipped by the reseller on the next business day. The defective device must be returned within the specified timeframe to ensure a smooth process. After the DOA period, the standard RMA procedure applies — the product will be collected, assessed, and either repaired or refunded based on the findings.

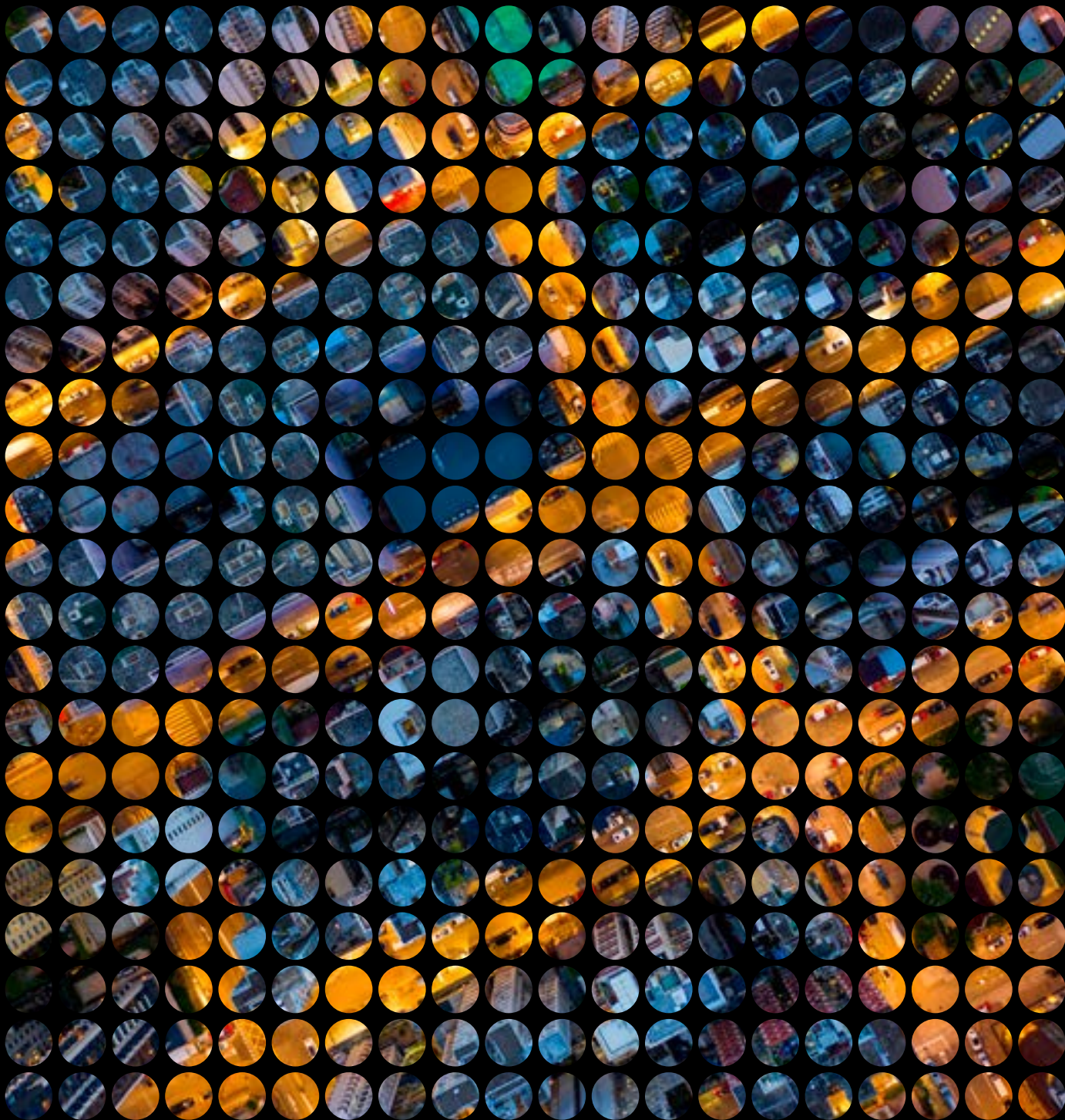
4. COMPLETION & CONFIRMATION

Once the resolution is completed - whether by replacement, repair, or refund - you will receive confirmation, closing the warranty case.

CONTACT INFORMATION

For any inquiries or further clarification regarding our warranty, please do not hesitate to contact your reseller directly. We are committed to providing exceptional support and service to all our customers.





GLOSSARY OF TERMS

Normal use conditions:

This term refers to the operation of the device within the guidelines provided by the manufacturer. It includes using the device for its intended purposes, in environments recommended by the manufacturer, and following operational instructions. Devices should not be subjected to extreme temperatures, excessive physical stress, or environments not conducive to electronic devices' safety and longevity.

Battery performance threshold:

Teqcycle maintains rigorous quality standards to ensure that all batteries in our remanufactured devices meet minimum capacity thresholds upon factory dispatch – at least 80% of the original capacity for Premium+ devices and 70% for Premium devices. This commitment is upheld through advanced battery health monitoring techniques, evaluating the battery's charge retention capability against its factory specifications. By considering critical factors such as charge cycles and energy storage capacity, we guarantee that your device remains dependable and power-efficient. The method of assessment may vary, tailored to each device type and specific use-case scenarios, ensuring the most accurate and reliable evaluation of battery performance.

Free from material and

workmanship defects:

This phrase guarantees that the device is constructed from high-quality materials free of defects and assembled with a level of craftsmanship that ensures it functions as expected under normal use conditions. It covers faults in the device's fabrication that could affect its performance.

Damage due to misuse:

Refers to damage resulting from handling the device in ways not intended by the manufacturer, such as dropping, bending, or exposing it to liquids. Unauthorized modifications to the device's hardware or software also fall under this category, voiding the warranty as these actions can compromise the device's integrity and functionality.

Normal wear and tear:

Acknowledges that over time, devices may exhibit signs of aging, such as minor scratches, dents, or cosmetic wear, which are expected outcomes of regular use. These signs do not indicate faulty materials or craftsmanship and are not covered by the warranty.

Software issues: While the warranty supports the device's hardware excellence, it does not extend to software problems, including bugs or issues arising from software updates. The warranty focuses on ensuring the physical device operates correctly and does not cover software maintenance or compatibility.

Accessories: This term specifies that items accompanying the main device, such as cables, chargers, and external cases, are not included under the device's warranty. The warranty concentrates on the device itself, ensuring its functionality and performance.

