

Warranty – Outside UK

AFTER-SALES SUPPORT

Hardware Warranty

All Secure Logiq products are hand-assembled in the UK using only the highest-quality components and rigorous quality standards.

We offer:

- An **industry-leading 5-year warranty** on all **Enterprise products**, including:
 - o Remote support
 - o Advanced replacement
 - o On-site support (available by agreement)
- A **minimum 3-year advanced replacement warranty** on all other product types

Warranty Procedure

To begin a warranty claim, contact the Secure Logiq support team:

- **Phone:** +44 (0) 20 3475 5743
- **Email:** support@securelogiq.com

Your warranty claim begins once the support case is **acknowledged and logged** in our system.

Diagnosis Process

- A support engineer will gather relevant details about the machine and its history.
- Faults are diagnosed via **phone or email**.
- A **remote connection** may be requested. If the machine is not internet-accessible, we may request use of a **mobile dongle** or similar to establish access.

Remote access ensures the **fastest resolution** of faults.

If the issue cannot be resolved remotely and a component or system is confirmed to be faulty, the applicable warranty process will be followed based on the product type.

1. Enterprise Hardware (e.g. Servers in our latest Product Guide)

1.1 Hot-Swap Components

For components that can be replaced without shutting down the system (e.g. hard drives, SSDs, power supplies, fans):

- Secure Logiq will **advance replace** the faulty part for client installation.
- If diagnosed **before 4 PM UK time**, the replacement will be dispatched **same day** for **next-day delivery**.
- Replacement parts inherit the **remaining warranty period**.

1.2 Non-Hot-Swap Components

For components that require system shutdown:

- Secure Logiq will provide **remote support**, and **on-site service** may be arranged by written agreement depending on location and visa conditions.
- Replaced components inherit the machine's **original warranty period**.

1.3 Whole Unit Advance Replacement

1.3.1 Unit Beyond Economical Repair

- If a returned unit is deemed beyond economical repair, the advance replacement becomes the **permanent replacement** and inherits the remainder of the original warranty.

1.3.2 Unit Can Be Repaired

- If repairable, the faulty unit will be fixed, certified, and returned.
- The **advance replacement must be returned within 10 working days** of receiving the repaired unit.
- If the client chooses to **retain the advance replacement**, an additional charge will apply.

2. Non-Enterprise Hardware (Clients and Workstations)

2.1 Whole Unit Advance Replacement

2.1.1 Unit Beyond Economical Repair

- If the unit is not repairable, the replacement becomes permanent and carries the remainder of the original warranty.

2.1.2 Unit Can Be Repaired

- Repaired units are returned in working condition.
 - Advance replacement must be returned within **10 working days**.
 - Retaining the replacement will incur an **additional cost**, to be agreed upon during the process.
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3. Value Hardware

3.1 Return to Base (RTB) Warranty

- Warranty length is **1, 2, or 3 years**, as stated in the quotation.
- Value hardware is covered by a **Return to Base** warranty unless otherwise stated.
- Faulty parts must be **returned to Secure Logiq** for assessment.
- Once confirmed faulty, a replacement is typically dispatched within **2 working days** of receipt.



Warranty Upgrades

For sensitive projects, we offer a **"Self-Destruct" Premium**:

- **1% of the order value per year** of warranty.
 - Faulty disks containing sensitive data can be replaced **without return**.
 - Customers may locally destroy these disks in line with their internal policies.
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Regional Variations

- This document applies **outside the UK and Ireland**.
 - On-site NBD service is **not automatically included** and must be arranged in writing.
 - Visa, customs, and travel conditions may impact service response time.
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The (Not So) Small Print

- **All returns must have an RMA number**, issued by Secure Logiq Support.
 - Items returned **without an RMA** will be sent back to the sender.
 - Products must be packaged securely. Packaging advice and options are available on request.
 - Damage incurred during return transit is the **sender's responsibility**.
 - Return items must be shipped using a **tracked method**—Secure Logiq cannot accept responsibility for lost parcels.
 - The 5-year warranty applies to **complete machines and components** from our server/PC range—not accessories or third-party items.
 - The warranty is valid **only** for systems and components purchased from and installed by Secure Logiq.
 - The warranty is **void** if non-Secure Logiq components are installed, even temporarily.
 - **Return shipping costs** are the responsibility of the client.
 - **Outbound replacement shipping** will be covered by Secure Logiq.
 - On-site attendance is available **only by prior written agreement** outside the UK.
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