



Warranty – UK and Ireland

AFTER-SALES SUPPORT & HARDWARE WARRANTY

All Secure Logiq products are hand-assembled in the UK using only the highest-quality components and to strict quality standards. We are proud to offer:

- **5-year** warranty on all **Enterprise** products, including:
 - o Remote support
 - o Advanced replacement
 - o On-site support (available by agreement)
- **Minimum 3-year** advanced replacement warranty on all other products

Warranty Procedure

To begin a warranty claim, log a support request with Secure Logiq via:

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

The warranty claim timeframe begins when the support case is acknowledged and logged in our system.

Our support team will:

1. Gather information on the fault and machine history.
2. Attempt to diagnose and resolve the issue via phone or email.
3. Request a remote connection if needed. If internet access is unavailable, we may ask you to use a mobile dongle or similar method to grant access.

Remote connection enables the fastest issue resolution. If the fault cannot be resolved remotely, and a component or system is confirmed as faulty, the appropriate warranty path will apply.

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

1.1 Hot-Swap Components

For faults involving hot-swappable components (e.g., HDDs, SSDs, power supplies, fans):

- Secure Logiq will **advance replace** the faulty part for client installation.
- If diagnosed **before 4 PM UK time**, we dispatch **same-day** for **next-day delivery**.
- Replacements inherit the original warranty period of the machine.

1.2 Non-Hot-Swap Components

For faults involving non-hot-swappable components:

- Secure Logiq will provide **on-site NBD support** to replace the faulty part.
- We aim to avoid system or data disruption but cannot guarantee this.

1.3 Whole Unit Advance Replacement

If a full machine replacement is required:

- **Within the first 12 months:** A **brand-new unit** will be shipped.
- **After 12 months:** A **reconditioned replacement** may be provided.

1.3.1 Unit Beyond Economical Repair

- If returned unit is deemed unrepairable, the advance replacement becomes permanent.

1.3.2 Unit Can Be Repaired

- If repairable, the original unit will be fixed and returned.
- The **advance replacement must be returned within 10 working days** of receiving the repaired unit.
- If the client opts to **keep the advance replacement**, a fee will apply and be discussed at the time.

2. Non-Enterprise Hardware (Clients and Workstations)

2.1 Whole Unit Advance Replacement

- Same replacement terms as Enterprise hardware apply.
- **First 12 months:** Brand-new replacement.
- **After 12 months:** Reconditioned unit may be issued.

2.1.1 Unit Beyond Economical Repair

- Advance replacement becomes permanent.

2.1.2 Unit Can Be Repaired

- Faulty unit will be repaired and returned.
 - Advance replacement must be returned within 10 working days.
 - If the client wishes to keep the advance replacement, additional charges apply.
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3. Value Hardware (as specified in quotations)

3.1 Return to Base

- Warranty period is **1, 2, or 3 years** (as per quotation).
- Warranty is **Return to Base** unless otherwise stated.
- Faulty parts must be returned to Secure Logiq for assessment.
- Once confirmed faulty, replacements are dispatched (usually within 2 working days of receipt).
- Replacement parts inherit the remainder of the original warranty.



Warranty Upgrades

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

- Add 1% of the order value per year of warranty.
 - Faulty disks with sensitive data can be replaced without requiring their return.
 - Clients may locally destroy these disks according to their data policies.
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Regional Variations

- The UK and Ireland receive full support as described in this document.
 - NBD attendance is subject to **visa and site access conditions**.
 - For all other territories, please refer to our **OUK Warranty Document**.
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Returns & Conditions

- All returns must have a valid **RMA number** issued by the support team.
- Items returned without an RMA will be **sent back to the sender**.
- Return items in **suitable protective packaging**; damage during return is the sender's responsibility.
- Return items must be **trackable**; we do not accept liability for lost parcels.
- Return shipping to Secure Logiq is **at the client's cost**. Outbound shipping from Secure Logiq is covered by us.
- The 5-year warranty covers **servers and workstations only** – not accessories or peripherals.
- **Warranty is void** if third-party components are installed, even if later removed.