

POLICY OF RETURN OF EQUIPMENT AND FUNDS (EU COUNTRIES)

You can return your purchase at any moment in **30 days** from purchase date **without any reason**. By return goods they **should have no defects, damages** and to be **returned in the same configuration** as shipped to you.

Money will be returned during **14 days** from moment the equipment is **delivered back to our warehouse**.

Return of equipment is made at **cost of purchaser, money transfer – at cost of seller**.

If you discover **any defects or malfunction** please **contact us**, to solve this problem with help of our managers.

After period of 30 days of delivery of equipment to you **all questions** regarding warranty and/or return of goods are solved individually with help of our managers.

Shipment:

All servers which are with warranty goes with free shipment within Europe. All country's which are not in Europe must contact to our manager about shipment cost's and customs charges. Warranty time are set in commercial offer. For new hardware (servers, storage solutions) are 3 years of manufacturer + 2 years from ServerMall. Total 5 years warranty support!

Payment:

Payments can be done with many different ways:

- Contact to manager and ask for proforma invoice,
- Payment by bank transfer
- Payment via Credit Card through website
- Payment by Bank Transfer through website

If you are company and you have right VAT ID number, please contact to our manager via info@servermall.com, to gain proforma invoice without VAT ID. Payments are done through "Paysera" Company.

Hardware components within server (rams, cpu, raid's and e.t.c) will be charged for shipment. Components which are required by warranty drive's without any charges to client.