

Warranty

Advanced Exchange Conditions for BOSâNOVA Thin Clients and Terminals

In the event of a support call for which the BOSaNOVA Technical Support Team has diagnosed hardware failure to be the cause, an RMA number will be issued to the customer. BOSaNOVA will send out a Thin Client / Ethernet terminal of the same or better specification to the customer, using ground shipping. BOSaNOVA will also issue and include a return address label to facilitate return of the faulty unit to BOSaNOVA.

On receipt of the replacement unit, the customer is expected to use the packaging supplied with it to return the defective unit to BOSaNOVA. Units that are not returned within 30 days of receipt of the replacement unit will be charged to the customer at the normal retail price.

