

WARRANTY POLICY

All our products are covered by a warranty based on the TSM Synergy Solutions SRL warranty certificate that accompanies the invoice. Through the warranty certificate - TSM Synergy Solutions SRL assumes the proper functioning of the product during the warranty period regardless of the supplier, according to the Romanian legislation in force (OUG 21/1992, Law 449/2003 and OUG 174/2008).

Please note the following:

- The warranty will be made in maximum 15 calendar days. The warranty period is extended by the period during which the products were in service.
- When requesting the warranty, the product must be presented together with the accessories and a copy of the invoice and the Warranty Certificate. We recommend that the products in case of shipment with a courier company to be placed in a suitable packaging to prevent damage during transport. Damage to the product due to improper packaging will result in the loss of the guarantee and must be settled by the buyer with the courier company.
- In the case of non-conforming products sent by you, the full cost of the return of the products will be borne by our company. If the non-conformity of the products is not covered by the guarantee (functional product, shows traces of dents, faulty handling, electric shocks, etc.) the cost of bringing the products into conformity will be borne by the customer, including the cost of return transport.
- Products with damaged, removed or modified labels or warranty seals, products used in inappropriate conditions (inappropriate supply voltages, exposure to high temperature and pressure variations, mechanical shocks, incorrect handling, use of products in humid, dusty or noxious conditions or under the action of chemical substances, etc.) are not covered by the warranty.), incorrect settings and installations, faulty sources, unprotected sockets, ingress of liquids, metals or other substances into the equipment, mechanical intervention on the products, connecting or disconnecting certain components during operation of the equipment. Installation or commissioning of products by unauthorised persons will result in loss of warranty.
- Products that cannot be repaired or replaced with other products of similar performance will be cancelled. The customer will be refunded within 30 days the value of the products according to the cancellation invoice. The value of the products will be returned to a bank account.
- Products not returned from service within 3 months of receipt of the product are considered abandoned and will be sent for recycling.