



AFTER-SALES SUPPORT

Hardware Warranty

Utilising only the highest quality components, all Secure Logiq products are hand assembled in the UK following strict quality standards. We are proud to offer an unrivalled 3-year, remote support, advanced replacement and on-site NBD, warranty as standard.

Warranty Procedure

To begin a warranty claim, a support call must be logged with the Secure Logiq support team, this can be logged either via phone, by calling +44 (0) 20 3475 5743, or by emailing support@securelogiq.com, the time frame for warranty claims begins when the support case is acknowledged and logged on our system.

Once the support call has been logged one of the support team will assist in gathering information on the fault and machine in question, along with relevant history. The support team will try to diagnose the fault via phone and email.

A remote connection to the machine may be requested, if the machine is not on an internet accessible network, we may ask that you use a mobile dongle or similar to allow us access to the unit. Remote connection to the machine will always ensure the fastest resolution of the fault.

The Support team will try to rectify all faults via one of the above methods. If the Secure Logiq support team cannot rectify the fault remotely, and it is determined that a component; or the entire machine has failed the following will be available.

The exact warranty available will depend on the type of hardware purchased. The named products below are just an example, if you need to confirm what warranty applies to a specific piece of hardware, please contact us.

1.0 For Enterprise Hardware (Server in our latest Product Guide)

1.1 Hot Swap Component

In cases where the fault lies with a "Hot Swap" component (the ability to replace or add a part without stopping or shutting down the system), such as a Hard Drive, Solid State Drive, Power Supply or Fan, Secure Logiq reserve the right to advance replace that part only, for installation by the client. For diagnosis before 4pm UK time the replacement part will be despatched the same day for a next day delivery. Replaced components will inherit the remainder of the machines warranty period.

1.2 Non Hot Swap Component

In cases where the fault lies with a "Non Hot Swap" component, Secure Logiq will arrange to attend site next business day (NBD) to replace the faulty component. During this visit Secure Logiq will make every effort to not adversely affect the operation of the system or the data stored on the machines; however, this cannot be guaranteed due to the nature of the works. Replaced components will inherit the remainder of the machines warranty period.

1.3 Whole Unit Advance Replacement

In cases where the fault requires the entire machine to be replaced, Secure Logiq may offer a full advance replacement unit.

During the first 12 months of the warranty period; starting on the date of purchase a brand-new replacement will be sent. For any period after the first 12 months; Secure Logiq reserve the right to issue a reconditioned replacement.

1.3.1 Unit beyond economical repair

If the returned unit is found to be beyond economical repair, the advance replacement will become the permanent replacement. The replaced machine will inherit the remainder of the original machines warranty period.

1.3.2 Unit can be repaired

If the returned machine can be repaired, the repairs will be carried out and the unit will be certified to be in full working order. The repaired unit will be shipped to the client, the advance replacement needs to be returned to Secure Logiq within 10 working days of the repaired unit being received by the client. The repaired machine will retain the remainder of its warranty period. If the client wishes to keep the advance replacement, and not have the faulty unit repaired, an additional charge will be payable, this will be discussed at the point of making the request.

2.0 For Non-Enterprise Hardware (Client and Workstations)

2.1 Whole Unit Advance Replacement

In cases where the fault requires the entire machine to be replaced, Secure Logiq may offer a full advance replacement unit.

During the first 12 months of the warranty period; starting on the date of purchase a brand-new replacement will be sent. For any period after the first 12 months; Secure Logiq reserve the right to issue a reconditioned replacement.

2.1.1 Unit beyond economical repair

If the returned unit is found to be beyond economical repair, the advance replacement will become the permanent replacement. The replaced machine will inherit the remainder of the original machines warranty period.

2.1.2 Unit can be repaired

If the returned machine can be repaired, the repairs will be carried out and the unit will be certified to be in full working order. The repaired unit will be shipped to the client, the advance replacement needs to be returned to Secure Logiq within 10 working days of the repaired unit being received by the client. The repaired machine will retain the remainder of its warranty period. If the client wishes to keep the advance replacement, and not have the faulty unit repaired, an additional charge will be payable, this will be discussed at the point of making the request.

3.0 For Value Hardware (Value Products)

3.1 Return to Base

In the case of our value hardware the warranty provided will be 1, 2 or 3 years as stated on the quotation provided.

All value hardware comes with a return to base warranty, unless otherwise stated on the quotation. This means that faulty components need to be returned to Secure Logiq for assessment. Once they are assessed and are confirmed to be faulty a new part or unit will be shipped to the customer as a replacement. We aim to complete assessments within 2 working days of receiving the faulty parts, and dispatch replacement on the same day.

Warranty Upgrades

The standard 3-year warranty can be extended to 5-years for an additional 10% of the purchase price for enterprise units and 20% of the purchase price for non-enterprise units. The extended warranty must be purchased with the original product order.

For sensitive projects Secure Logiq offer a 'self-destruct' premium at 1% of the order value per annum for the warranty period so faulty disks with potentially sensitive data will be replaced without the return of the faulty disk which can be destroyed locally according to the customer policy.

30-Day no quibble money back guarantee

We're so confident about the style, design, performance and build quality of our products, Secure Logiq offer a full 30 day no quibble guarantee. If for any reason you're not 100% satisfied with your purchase, you can exchange it for another product or get a full refund. Simply return any items to us within 30 days. If you think you may invoke this offer please retain all original documentation and packaging or a restocking fee may be applied.

For obvious reasons the no quibble guarantee applies to price list products only. Bespoke products are not covered by this guarantee however we would be delighted to send the closest standard product for evaluation prior to order.

Regional Variations

The United Kingdom, Ireland and Continental Europe received the warranty support as described in this document. Next business day support is dependant on visa conditions.

The rest of the world receive the same level or warranty without the next business day on site support.

The, not so, Small Print

All returns must be accompanied by an RMA number, issued via our support team. Items received without an RMA number will be returned to sender.

All items returned to Secure Logiq need to be in suitable packaging so to assure no damage occurs in transit. If you require packaging to return a product please contact the support team who will be able to advise of the costs for this. Items damaged when returned will be the responsibility of the sender.

All items returned to Secure Logiq should be sent via a tracked method, Secure Logiq take no responsibility for items that do not arrive at our offices.

The 3-year warranty covers whole machines and individual components from our server/PC range only and not accessories or other items.

The 5-year warranty extension is applicable to almost all items, but some are excluded such as networking products and others.

The warranty is only valid for machines purchased from; and components purchased from & installed by; Secure Logiq. The entire warranty will be invalidated if 3rd party components, not purchased from Secure Logiq, are installed in our machines, even if they are removed prior to the warranty claim.

The client is required to cover the shipping costs of sending goods to Secure Logiq. Secure Logiq will cover the shipping costs of sending goods to the client.

Next Business Day site attendance is applicable to sites in the UK, or by written agreement in other countries only.

This document does not affect any overriding legal rights.