

OUR VENDOR'S WARRANTY PACK

VENDOR	WARRANTY	WARRANTY PRACTISE	PERIOD WITH CI DISTRIBUTION	PROCEDURE FOR WARRANTY WITH CI DISTRIBUTION	EXTENDED WARRANTY SITE / CONTACT	CREDIT / REPLACE	PROCEDURE
AMD CPU	3 Year	Repair Replace or Credit at Market value	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://www.amd.com/en/support/kb/warranty-information/rma-03#:~:text=AMD%20warrants%20that%20processor%20sold%20through%20the%20AMD,after%20the%20date%20the%20AMD%20processor%20was%20purchased	Repair	Online Request
ALLSEA	2 - 5 Year	Repair	Full warranty period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products		Repair	Online Request
Arctic	1 Year RTB	Replace or Credit	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
Asus - Servers	3 Year	Repair	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://rma.asus-europe.eu/uk		
Audkey	1 Year RTB	Credit	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products		Repair	Online Request
Billion	1 Year RTB	Repair or Replace	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://support.billion.uk.com/index.php?Tickets/Submit		
B&W	Hard cases lifetime warranty (30 years according to EU law)	Field replaceable parts such as latches, handles etc. If the case breaks and is not functional anymore replacement.	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	Contact our inbound sales	Field replaceable part, replacement if needed.	Simply contact our inbound sales
Refurbished Goods	1 Year RTB	Repair	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
Getac	3 Year Bumper to Bumper	Collect and Repair	Direct with Manufacturer	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://support.getac.com/Portal/SetLanguage?languageCode=en-ie	Repair or replace	Raise the issue in the RMA portal: https://support.getac.com/Portal/SetLanguage?languageCode=en-ie
Eizo	3 to 5 Years dependent on range	In the first instance customers can contact the UK based Technical support with a fault directly on: 01344 317489 (09:00 – 17:00) uksupport@eizo.com	Direct with Manufacturer	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://www.eizoglobal.com/support/warranty/	As per warranty terms	Technical support with a fault directly on: 01344 317489 (09:00 – 17:00) uksupport@eizo.com
Gigabyte - BRIX	1 - 3 Year	Repair or Replace	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	returns@gbt-tech.co.uk	Request return to GBT	Email request
Gigabyte - VGA	2 Year RTB	Repair Replace or Credit at Market value	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	returns@gbt-tech.co.uk	Request return to GBT	Email request
hanns G / hannspree Monitors	3 Year	Repair or Replace	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	http://hannspree.repairtech.co.uk/hannspree/hannspree_rma.asp	Request Return Repair	Online Request
Hero - Screens	18 months to 5 Year	Repair or Replace	full warranty period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products		repair - DOA - on site	
Hero - Nursery Table	3 to 5 Year	Repair onsite where possible	full warranty period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products		repair - DOA - on site	
inno 3d	2 Year	Repair Replace or Credit	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://www.inno3d.com/support_form.php	repair / credit	
Intel CPU	1 to 3 Year (Boxed)	Repair or Replace	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
Intel NUC	3 Year RTB	Repair Replace or Credit	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
Kanguru	1 to 3 Year RTB	Repair, Credit or Replace	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	support@kanguru.zendesk.com	Repair, replace, credit.	Email request
LIND	3 Year	Repair or Replace		Fill out Warranty RMA form - Wait for Returns number to return faulty Products		Repair or replace	
Loop	1 Year RTB	Repair Replace or Credit	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
Max Cases	Limited Lifetime	Repair, replace, credit: Blended, for example, a screen protector with a scratch that hasn't been installed will be replaced at our discretion.	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	Matt at MaxCases is the main point of contact; mdavies@max-cases.co.uk	Repair, Replace, Credit	Email to Max Cases
Minix	1 Year RTB	Repair Replace or Credit	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
MSI Laptops	1 to 2 Year	Repair	DOA period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://www.msi.com/support/nb	Repair	
MSI Monitors	1 to 3 Year	Repair Replace or Credit	DOA period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://www.msi.com/support/monitor	Repair / Replace	
MSI Peripherals (Gaming Gear)	2 Years RTB	Repair or Replace	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
Patriot	Memory - Limited Lifetime Peripherals 2 Years Flash memory 2-3years USB Flash 1-3 years SSD - 1-5years, Accessories 2 years	Repair, Replace or Credit	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	End Users can contact Patriot Directly when issues occur returning with return path - https://support.patriotmemory.com/hc/en-us/requests/new		
Panasonic	3 Year C&R	Repair	None. Warranty is with manufacturer	None.	Account manager	Repair or replace	Toughbook website
PNY	Graphics 3 years, Memory 10 Years, SSD 3 Years, SD-Micro SD-Compact Flash - 5 Years, Flash Drives 2 Years,	Repair, Replace or Credit at market value	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	http://www.pny.eu/en/support/support-form	Repair or replace with like for like product or credit	
Prowise	5 Year	Repair or Replace	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
Sandberg	5 Year	Credit or Replace (Gaming Furniture - Spares)	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
Shuttle	2 Year RTB	Repair	12 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://www.shuttle.eu/en/support/warranty-service/resellers	Repair	
Silicon power	2 to 5 Year RTB	Credit	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products		credit or replace	
Steel series	2 Year RTB	Replace or credit	24 months	Fill out Warranty RMA form - Wait for Returns number to return faulty Products		please write off against supplier rebate	
Tenda	1 Year RTB	Repair Replace or Credit	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products		Repair, Replace, Credit	
Transcend	Limited Lifetime	Repair Replace or Credit	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products		credit or replace	
Western Digital	Limited Lifetime	Repair Replace or Credit	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products			
Xplore	3 Years RTB	Repair or Replace	Direct with Manufacturer	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://www.zebra.com/gb/en/support-downloads/request-repair.html	Repair or replace	Raise it via the RMA portal: https://www.zebra.com/gb/en/support-downloads/request-repair.html
Zebra	3 Years RTB	Repair or Replace	Direct with Manufacturer	Fill out Warranty RMA form - Wait for Returns number to return faulty Products	https://www.zebra.com/gb/en/support-downloads/request-repair.html	Repair or replace	Raise it via the RMA portal: https://www.zebra.com/gb/en/support-downloads/request-repair.html
Yale	2 Years RTB	Credit or Replace	Warranty Period	Fill out Warranty RMA form - Wait for Returns number to return faulty Products		Credit or replacement	

GET IN TOUCH IF YOU NEED MORE INFORMATION



CiDistribution



@Ci_Distribution



sales@CIDistribution.com



01256 378208/01952 954143