



**2 YEARS • 2 XPONIA**

- Accidental Damage • Theft
- Ζημιά από Ατύχημα • Κλοπή

[www.whateverguarantee.com](http://www.whateverguarantee.com)



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## **“Whatever Guarantee 2 Years” Promotion**

### TERMS AND CONDITIONS

The following terms and conditions apply in order to participate in the “Whatever Guarantee 2 Years” Promotion conducted by T.G. Technica Systems Ltd, with its registered office located at Perikleous 60, Strovolos, 2021 Nicosia, Cyprus (in the following “Technica”). These terms and conditions must be accepted by you in order to complete your registration process and participate in this promotion.

The Whatever Guarantee 2 Years Promotion is valid for the period between March 20<sup>th</sup>, 2015 and December 31<sup>st</sup>, 2016. With this promotion, Technica will repair the laptop or desktop computer (the “PC”) in the case of accidental damage at no cost to you and provide a replacement Dell PC in case of theft within two years of the purchase date. This promotion is subject to the terms and conditions indicated below.

The promotion is valid from March 20<sup>th</sup>, 2015 and December 31<sup>st</sup>, 2016. Only Dell PCs that have been purchased in Cyprus are eligible. The promotion is offered by Technica only for the specific Dell PCs indicated below and only for Dell PCs that have been distributed by Technica.

The promotion will apply only to the following PC models:

#### Laptops:

- Inspiron 3543 3805U 4GB 500GB
- Inspiron 3542 i3-4005U 4GB 500GB
- Inspiron 3542 i3-4005U 4GB 500GB NVIDIA GeForce 820M 2GB
- Inspiron 3543 i5-5200U 4GB 1TB
- Inspiron 3543 i7-5500U 8GB 1TB NVIDIA GeForce 840M 2GB
- Inspiron 5548 i7-5500U 8GB 1TB AMD Radeon R7 M270 4GB
- Inspiron 5749 i7-5500U 8GB 1TB NVIDIA GeForce 840M 2GB
- Inspiron 7347 i3-4030U 4GB 500GB
- Inspiron 7348 FHD (TOUCH) i5-5200U 8GB 500GB
- Inspiron 7548 i5-5200U 6GB 500GB AMD Radeon R7 M270 4GB
- Inspiron 7548 UHD TOUCH i7-5500U 16GB 256GB SSD AMD Radeon R7 M270 4GB
- XPS 9343 QHD+ TOUCH i5-5200U 8GB 256GB SSD
- XPS 9343 QHD+ TOUCH i7-5500U 8GB 256GB SSD
- Alienware 17 FHD i7-4710HQ 8GB 1TB NVIDIA GeForce GTX 970M 3GB

#### Desktop Computers:

- Inspiron 3847 i3-4160 4GB 500GB NVIDIA GeForce GT 705 1GB
- Inspiron 3847 i5-4460 8GB 1TB NVIDIA GeForce GT 705 1GB
- XPS 8700 i7-4790 16GB 1TB NVIDIA GeForce GTX 745 4GB
- Alienware X51 i5-4460 8GB 1TB NVIDIA GeForce GTX 750Ti 2GB

Please note that you must be over 18 years old to participate in this promotion.

In order to take part in this promotion, please follow the registration instructions below. Registration must be made within seven days after the date of purchase.

Only one registration per Dell PC is allowed. If you have purchased multiple Dell PCs, then each PC must be registered separately.

### **Registration:**

To register your Dell PC, log on to [www.whateverguarantee.com](http://www.whateverguarantee.com) within 7 days of your purchase and complete all required fields of the registration form. Please note that registration is necessary in order to participate in this promotion. The registration form must be complete. **Please note that if you enter an incorrect service tag number you**

**will not be able to complete the form. Also, you must select that you have read, understood, and accepted these terms and conditions in order to complete your registration.**

Once you have completed and submitted the form, you will receive a confirmation email. Your confirmation email will contain your unique promotion registration number which you have to keep for any future correspondence and claiming. It is essential to save this email confirmation as you must provide Technica with your unique promotion registration number and a copy of your email confirmation in order to proceed with any claims.

All claims without a valid promotion registration number will be void.

### **Definition:**

**Covered PC:** Any of the Dell PCs listed above purchased between March 20<sup>th</sup>, 2015 and December 31<sup>st</sup>, 2016 in the participating country, distributed by Technica, and registered within 7 days from date of purchase. Only the PC models listed above are applicable for this promotion.

**Participating country:** Cyprus only.

**Distributor:** Technica.

**Accidental damage:** Any destruction or damage to the covered PC, having a harmful impact on its functioning as a result of an unexpected outside event. Certain exclusions apply; these are stated in the Exclusion section below.

**Theft:** Any theft of the covered PC confirmed by the police with a documented break-in or clear signs of criminal behavior. Certain exclusions apply; these are stated in the Exclusion section below.

**Exchange:** The replacement of the covered PC with a PC of the same model. If the same model is no longer available, a new equivalent PC having the same functions and characteristics (excluding design, color, size and weight as similar as possible to the damaged PC) will be provided. The value of the replacement PC cannot be greater than the value of the covered PC.

### **Limitation:**

This promotion is limited to one claim per covered PC within the two year guarantee period. That means you can either claim an accidental damage or a theft under the conditions specified in these terms and conditions.

The cost to exchange or repair the PC cannot exceed the value of the original PC.

This promotion is limited to 20 PCs located at a single location per claim.

The promotion is not limited, however applications will be accepted for single or multiple purchases or multiple applications may be made, proving the correct registration has been made.

Any statutory rights remain unaffected by this promotion.

Technica will not be held responsible for any interruptions, errors, viruses, and/or any damages caused by hostile software which may affect or infect your PC equipment or property, which may occur while using the registration website.

### **Claiming**

If your Dell PC has been successfully registered within 7 days after purchase and gets stolen or accidentally damaged within two years after the date of purchase, then please make sure to cover the following points:

#### **ACCIDENTAL DAMAGE:**

In case of accidental damages you must:

- Immediately take any measures which are necessary to limit the scope of the claim and to protect the covered PC.
- Do not make any repairs.
- Declare the incident to Technica within 72 hours and provide the following: The original or copy of the purchase invoice, which must indicate the covered PC's model number, service tag and its purchase date, and a copy of the registration confirmation email which includes your unique promotion registration number.
- A sworn statement which includes the following details: the exact date, time and circumstances of the incident, as well as the details of the covered PC including the Dell model number, service tag number and promotion registration number) as well as your contact information.
- The sworn statement must be made by the person that registered for the PC.
- **The damaged PC and all documents must be brought in person or sent directly to Technica at your expense.**

Technica reserves the right to request any supporting documents that Technica deems necessary to evaluate the validity of the claim.

## **THEFT:**

In case of theft you must:

- Within 48 hours, file a complaint with the proper police authorities. This complaint filing must explain in detail the circumstances of the theft of the covered PC, and must include the PC service tag number. In addition, the complaint must qualify the loss of the covered PC as a “theft” case.
- Declare the theft within 72 hours to Technica.
- The original or copy of the covered PC’s purchase invoice, which must indicate the covered PC’s model number, service tag number and its purchase date.
- The original or a copy of the original of the official police report and the original or a copy of the original police statement which must include the following information: the exact date, time and circumstances of the incident, as well as the details of the covered PC including the Dell model number, service tag number and promotion registration number) as well as your contact information.
- If the covered PC is insured by any insurance company, you must include the following details in your sworn statement: insurance company details and the insurance number of the PC. Technica reserves the right to verify the incident with your insurance company. If the covered PC is not insured you must also mention this in your sworn statement.
- In case of theft with break-in, you must provide Technica with the incident declaration to the insurer of the premises and the invoice for the repair of the premises on which the covered PC was stolen.
- In case of theft with aggression or with violence, a medical certificate or a statement by a witness must be provided to Technica.

Technica reserves the right to request any supporting documents that Technica deems necessary to evaluate the validation of the claim.

The declaration must be made by the person that registered for the PC and will be accepted by fax, email or your personal visit to Technica.

If the information that you have entered on the registration website does not match the information and documents provided to Technica for claims, or if you have provided false information, then your claim will be null and void.

## **Exclusions from the “Whatever Guarantee 2 Years” Promotion**

- This promotion is only applicable for the PC models listed above and purchased during the promotional period between March 20<sup>th</sup>, 2015 and December 31<sup>st</sup>, 2016.
- Any event not resulting from a sudden accidental breaking of the covered PC, such as breaking on purpose or unauthorized repair.
- Unexplained losses, missing items or disappearances.
- The intentional fault or damage by you or within your liability, as well as by your family or your employees.
- Damages for which you are cannot provide the damaged PC, except in the case of fire.
- Damages resulting from theft or attempted theft committed without break-in or without violence.
- Theft committed in motor vehicles.
- Theft or attempted theft committed by any person other than a third party or by any person in charge for the protection or monitoring of the premises on which the covered PC was stolen.
- Damages resulting from obvious neglect or improper handling by you.
- Damages occurring before or during the delivery of the covered PC to you.
- Damages caused by defects and poor workmanship.
- Expenses for maintenance, examination, alteration, improvement or development of the covered PC.
- The wear and tear or prolonged effect of the use of the covered PC, including but not limited to clogging, oxidation, corrosion or incrustation of rust.
- Scratches, spills, stains, or corrosion and, and any damages caused to the exterior parts of the covered PC that do not affect its functioning.
- Damages limited to feeder batteries, antennae, feeder cables or liaison cables between the PCs and, more generally, to the accessories or to any interchangeable element not requiring the opening of the covered PC.
- Technical changes or repairs made by you.
- Damages occurring during the installation or assembly of the covered PC or if the assembly is conducted by a repair shop.

- Failure to follow or apply Dell's PC manual and usage instructions.
- Operating losses and all immaterial damages, whether or not consequential, to a covered PC.
- Earthquakes, tidal waves, eruptions, floods and overflowing bodies of water, including rivers.
- Civil War, foreign war, damages due to the direct or indirect effects of explosion, release of heat or irradiation from transmutations of the nuclei of atoms or radioactivity and the effects of radiation caused by the artificial acceleration of particles.
- Damages that result from seizure, requisition, confiscation, embargo, attachment or destruction by order of a government or a public authority.
- The promotion does not include the following: The installation and configuration of the operating system and of any other software programs and of any other configuration, any on-site intervention, any resolution involving interconnectivity or compatibility with other equipment, any resolution of problems on the computer network, and any recovery of information, data, software programs and software packages that existed on the hard drive.
- Covered PCs not kept in hand baggage, in the case of public air, maritime or land transport and not under the direct and immediate surveillance of you or of a person with authority thereof are excluded from this promotion.
- Damages due to improper packaging during transport of the covered PC.
- Damages covered by insurance.
- Claims will be void if any of the following occurs: requested information is not included, the information entered on the registration website does not match the information and documents provided to Technica, or if you have provided false information.
- This promotion is not open for entities, organizations and persons which are on the various blacklists published by the Security Council of the United Nations, European Union, United States of America, Japan and Switzerland.
- **Please note that claims can only be submitted to Technica.** To find out where you can submit your claim, please visit [www.whateverguarantee.com](http://www.whateverguarantee.com). Claims sent to Technica without registration will be null and void.

Technica reserves the right to end this promotion with a 14 days prior notice. Technica further reserves the right to exclude you from this promotion should Technica become aware of any irregularity with your registration and/ or claim.

Legal recourse is excluded.