



- Accidental Damage • Theft
- Ζημιά από Ατύχημα • Κλοπή

www.whateverguarantee.com



T.G. Technica Systems Ltd.
60 Perikleous Ave. Strovolos
Nicosia, 2021 Cyprus
Tel: 22205205
Fax: 22205206
Email: info@technica.com.cy

“Whatever Guarantee” Promotion

TERMS AND CONDITIONS

The following terms and conditions apply in order to participate in the “Whatever Guarantee” 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 Promotion is valid for the period between May 1st 2011 and July 1st 2011. With this promotion, Technica will repair the laptop in the case of accidental damage at no cost to you and provide a replacement Dell laptop in case of theft within one year of the purchase date. This promotion is subject to the terms and conditions indicated below.

The promotion is valid from May 1st 2011 and July 1st 2011. Only Dell laptops that have been purchased in Cyprus are eligible. The promotion is offered by Technica only for the specific Dell laptops indicated below and only for laptops that have been distributed by Technica.

The promotion will apply only the following laptop models: Dell Queen (Inspiron N5110) and Dell Berry (Inspiron M5010: AMD Athlon II Mobile Processors Dual-core P360).

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 laptop is allowed. If you have purchased multiple Dell laptops, then each laptop must be registered separately.

Registration:

To register your Dell laptop, log on to 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 Laptop: Any Dell laptop purchased between May 1st 2011 and July 1st 2011 in the participating country, distributed by Technica, and registered within 7 days from date of purchase. Only the following laptop models are applicable for this promotion: Dell Queen (Inspiron N5110) and Dell Berry (Inspiron M5010: AMD Athlon II Mobile Processors Dual-core P360).

Participating country: Cyprus only.

Distributor: Technica.

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

Limitation:

This promotion is limited to one claim per year per covered laptop. 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 laptop cannot exceed the value of the original laptop.

This promotion is limited to 20 laptops 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 laptop equipment or property, which may occur while using the registration website.

Claiming

If your Dell laptop has been successfully registered within 7 days after purchase and gets stolen or accidentally damaged within one year 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 laptop.
- 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 laptop'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 laptop 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 laptop.
- **The damaged laptop 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 laptop, and must include the laptop service tag number. In addition, the complaint must qualify the loss of the covered laptop as a "theft" case.
- Declare the theft within 72 hours to Technica.
- The original or copy of the covered laptop's purchase invoice, which must indicate the covered laptop'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 laptop including the Dell model number, service tag number and promotion registration number) as well as your contact information.
- If the covered laptop 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 laptop. Technica reserves the right to verify the incident with your insurance company. If the covered laptop 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 laptop 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 laptop 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” Promotion

- This promotion is only applicable for the following laptop models: Dell Queen (Inspiron N5110) and Dell Berry (Inspiron M5010: AMD Athlon II Mobile Processors Dual-core P360 purchased during the promotional period between May 1st 2011 and July 1st 2011.
- Any event not resulting from a sudden accidental breaking of the covered laptop, 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 laptop, 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 laptop was stolen.
- Damages resulting from obvious neglect or improper handling by you.
- Damages occurring before or during the delivery of the covered laptop to you.
- Damages caused by defects and poor workmanship.
- Expenses for maintenance, examination, alteration, improvement or development of the covered laptop.
- The wear and tear or prolonged effect of the use of the covered laptop, 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 laptop that do not affect its functioning.
- Damages limited to feeder batteries, antennae, feeder cables or liaison cables between the laptops and, more generally, to the accessories or to any interchangeable element not requiring the opening of the covered laptop.
- Technical changes or repairs made by you.
- Damages occurring during the installation or assembly of the covered laptop or if the assembly is conducted by a repair shop.
- Failure to follow or apply Dell’s laptop manual and usage instructions.
- Operating losses and all immaterial damages, whether or not consequential, to a covered laptop.
- 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 laptops 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 laptop.
- 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. 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.