

TERMS AND CONDITIONS OF WARANTEE

Please note that you are bound to our following terms and conditions; for which any further required modifications will need our prior written consent. Electronbox reserves the right to accept or refuse the provision of its services without notice. The request and start of any job, completion of a purchase will imply that the client has accepted our terms and conditions of guarantee.

Clients agree not to offer direct or indirect work or job offers to employees of Electronbox, or otherwise pay a compensation fee equivalent of 7,000 euro to Electronbox for loss of income and other damages.

- All products warranty are subject to proper use according to the instruction manuals and, provision of the appropriate purchase receipt, indicating the type and model.
- Items under 18 euros are void of warranty, unless defective from day 1 and returned within 7 days from the date of purchase.
- Most products have direct manufacturers warranty and the client is required to contact the relevant service centre directly and Electronbox cannot accept any responsibility for its replacement or repair. In all other cases Electronbox will act as an intermediary between the manufacturer and the client.
- Products with visual defects or problems, have to be return within 15 days from the date of purchase, or else the warranty will not apply.
- Your warranty is back to base, which requires you to deliver the unit to our office and unless stated does not include labour fees. Electronbox can pick up and deliver your computer equipment from your premises for a modest call out fee as stated on our website.
- Your warranty will be void if:
 - 1.- The purchase receipt or documents have been modified in any way or format.
 - 2.- There is any modification to the provided hardware.
 - 3.- The hardware has been repaired by unauthorized technicians other than those approved by Electronbox or the manufacturer.
 - 4.- There is physical damage, damage by fire, electrical surge and fluctuations, or any other damage caused by improper use.
 - 5.- Use of unlicensed or otherwise pirated software.
- In case you are upgrading your computer, Electronbox will reinstall the software that you previously had on your old unit, keeping your existing license, unless you request new copies and software upgrades.
- Unless invoiced for software, it is assumed that you already have licenses for the installed software and all work carried out will be done on this basis.
- If you are charged for a software license, your invoice will clearly state Software License and its corresponding number.
- Software reinstallation is carried out in cases of virus attacks, hard disk failure and other problems, in which case all software will be reinstalled as previous installation or as instructed by you, understanding that you have all certificates and legal copies of the required software. If you are missing a CD, it will be installed from our back up library.
- Software installation has a guarantee of 14 days from the day of installation and is subject to rejection if it is detected that the user has been changing or adjusting the system files and settings. The technician's judgment is final.
- Consultancy fee is charged per hour of work and does not require completion or achievement. Consultancy fees are none refundable and fully payable without failure from the moment of a call or request. The client accepts all responsibility for any consequences; past, current and future.
- Electronbox, does not accept any responsibility for loss of data, through hardware and/or software failure. This includes whether a system is being; looked at, repaired, upgraded or/and in cases of complete computer equipment purchases. The client is advised to make regular back up of their critical data and work on removable media.
- All Internet services, such as domain name, email address, dial up access, ADSL access, website hosting and etc are all based on a one year contract and are payable for one year even if charged on a monthly basis. If a client wishes to cancel such a service, they remain liable for the remainder of the time to pay a complete year of contract term.
- ADSL installations and repairs are completed on your behalf with your provider. Any charges made are for the work carried out at the time and the client understands that any final adjustment or completion is dependant upon their provider and Electronbox can only act as a mediator and therefore all charges are consultancy fees without guarantee.
- All items given to Electronbox for repair must be reclaimed within a maximum of 30 days, after which time they will be subjected to a maintenance fee of €0.60 per day. If such items are not claimed within 90 days, in accordance with article 460, 4^a y 1968 of the Civil Code the client loses ownership of the items. In accordance to article 1600 of the Civil Code, Electronbox reserves the right to hold on to any item/product until all repair and maintenance fees have been paid.
- If the client does not agree with any of the items on the bill, they should inform Electronbox in writing within 10 days of the print date of invoice, after this time it is assumed that the client has accepted the invoice amount and all details. You are kindly requested and required to pay this invoice within 15 days of receiving it. The invoice is not proof of payment, unless signed as paid, or accompanied by other valid proof of payment. If paid in cash, it should be signed and stamped by an authorized person. Please note that late payment fees apply if not paid within the specified time.
- Without prejudice if the two parties do not reach an agreement, they then abide by the decision of the courts of Fuengirola city who will decide the interpretations and mutual obligations of the present terms and conditions. All legal documents belonging to Electronbox must be signed and stamped by an authorized person and company lawyer. Lack of any of the aforementioned prerequisites will make any document null and void.

Electronbox reserves the rights to change prices, terms and conditions of guarantee without prejudice or prior notice. The full and updated terms and condition of guarantee is always available on our website.