

Solkan, 01.01.2022

WARRANTY TERMS AND CONDITIONS

2-year product warranty

As a customer of GOAP d.o.o. Nova Gorica, (hereinafter referred to as GOAP, which is the holder of the Qubino brand) in addition to the warranty required by law, you receive a 2-year warranty on the product from the date of purchase. Please, keep your invoice as proof of purchase, as an invoice must be enclosed when claiming the warranty.

How consumer law relates to this warranty:

This warranty gives you specific legal rights, and you may have other rights that vary from state to state, province, or country.

Other than as permitted by law, GOAP d.o.o. Nova Gorica does not exclude, limit or suspend other rights you have, including those that may arise from the nonconformity of a sales contract. For a full understanding of your rights, you should consult the laws of your state, province, or country.

Products covered by this warranty:

Our policy is to offer warranties only for products with an invoice attached as proof of purchase. If the original factory serial number has been removed from the product, damaged to illegibility or altered, the warranty will not be valid.

What this warranty covers:

GOAP warrants its products against defects in material and workmanship when the products are used normally for their intended purposes, which are described in related user manuals.

There are some components of current GOAP products, such as batteries and power supplies, that will have warranty lengths that differ from the underlying GOAP product.

What is not covered by the GOAP warranty:

This warranty does not apply if the GOAP product fails due to damage from: shipment, handling, storage, accident, abuse, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, or has had any serial number removed or defaced.

GOAP shall not be liable for damages to property caused by defective device. GOAP shall not be liable for indirect, incidental, special, consequential or punitive damages, or for any damages, including inter alia, loss of profits, savings, data, loss of benefits, claims by third parties and any other damages arising from or related to the use of the product.

If it is revealed that the reported malfunction of the device was caused by defective external hardware, external software, installation or operation, GOAP shall reserve the right to charge the purchaser for the incurred test expenses or in case of an unjustified appeal.

Unless the contract stipulates otherwise, in no event GOAP is obliged to reimburse the customer for the costs of assembling or dismantling the device. In the event of a device failure within the warranty period, GOAP provides the customer with repair or replacement of the device according to the procedure described in the chapter "Your responsibilities".

For GOAP products that can use replaceable batteries, use of only high-quality, non-counterfeit, and non-rechargeable batteries is recommended. In these products, the use of rechargeable batteries or inferior-quality batteries that cause damage to your GOAP product will void this warranty. Repair or modification of the product by anyone other than GOAP or a GOAP approved agent will void this warranty.

Your responsibilities:

To obtain warranty service under the GOAP warranty, the request must be filled during the applicable warranty period as recognized by GOAP.

1. The customer is obliged to contact Qubino support before submitting a complaint in order to try to correct the error with the help of Qubino support and thus avoid unnecessary lost time and costs.
2. In case the problem has not been solved with the help of Qubino support, the Qubino support gives to the client further instructions how to activate the RMA process.
Qubino support link: <https://support.qubino.com/support/home>
3. The RMA process:
 - a. Qubino support passes claim request document to the client to complete it
 - b. The customer returns fulfilled document back to the Qubino support in review if properly completed
 - c. If the document is completed correctly, the Qubino support sends to the customer RMA number and address where to send the failed product(s)
 - d. Shipping costs are covered by the customer
 - e. The package must be marked by the RMA number and accompanied by an invoice as a confirmation of purchase (the copy of original invoice)

GOAP's responsibilities:

As long as the customer fulfills the obligations under YOUR RESPONSIBILITIES as stated above, GOAP will replace or repair customer's product with the same or functionally equivalent product, at its discretion, free of charge (except for shipping charges as provided above).

GOAP will rectify defects detected during the warranty period free of charge by repairing or replacing (at the GOAP's discretion) defective product components with new or regenerated components. GOAP reserves the right to replace the entire product with new or refurbished ones.

GOAP will not in any case reimburse the cost of the sold product.

GOAP undertakes to return (sent back to the customer) the claimed products within 45 working days of receiving the claimed product.