

Novasom Industries , a registered Brand of EMC computers RO38620433

Revision 1.0 of 26 september 25

WARRANTY AND SALES CONDITIONS – INDUSTRIAL COMPUTERS

1. Warranty Coverage

The products sold are covered by a warranty of 24 months from the date of delivery, unless otherwise specified in the purchase agreement.

The warranty applies only to manufacturing defects and excludes damage resulting from misuse, unauthorized modifications, or improper installation.

Software is always excluded from warranty.

2. Warranty Claim Procedure

All warranty claims must be submitted in writing, including proof of purchase, serial number, and a detailed description of the issue , asking for an RMA authorization to ipc@novasomindustries.com . Further information will be given by our technical support

Return shipping costs for faulty products shall be borne by the customer.

3. Exclusions

The warranty does not cover:

- Damage caused by power surges, accidents, or natural disasters
- Wear and tear from regular use
- Software malfunctions or incompatibilities

4. Sales Terms for B2B customer

Orders are considered final once the buyer receives confirmation from the seller.

Payments are required once the invoice issued, unless otherwise agreed.

The seller retains ownership of the goods until full payment is received.

Any extracost for collection will be charged to the customer.

5. Limitation of Liability

The seller is not liable for any indirect, incidental, or consequential damages arising from the use of the product.

6. Delivery Terms

Please note that delivery timelines are indicative and may vary depending on customs processing times, port congestion, official holiday days or other unforeseen delays.

6. Return Policy - 30 days money back (only for Ecommerce users)

In case the item does not fit totally your expectation , we offer a full refund policy for 30 days from the purchase .

In order to return the products , be sure to include all original accessory and box , and ask for an RMA authorization on the email info@novasomindustries.com, that will be managed in 5 to 7 business days from your request .

The products must be unused and brand new .