

Service Centre - Repair Policy

Dedicated Micros will repair, without charge, any product proved to be defective in materials or workmanship for the specified warranty period. Individual product warranty periods are detailed in the [Warranty](#) section

Warranty does not cover

Damage caused by wilful or accidental mishandling, removal of DM warranty labels, environmental conditions, including, electrical surges. Warranty will be voided if any of these conditions occur.

Warranty policy effective from 31st October 2006

As of October 31st 2006 the standard warranty provided for a unit only repair is 1 year.

Units that have drives changed will have the drives warranted for 3 years; this will not affect the general warranty period of the unit.

For example, a unit with 3 months left on its warranty has its hard drive repaired or replaced; the duration of the general warranty remaining (3 months) will not change but the repaired or replaced drives will be provided with 3 years warranty.

All repairs prior to the 31st October 2006 are warranted for 6 months.



INVESTOR IN PEOPLE

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