

Warranty

rusar.net warrants that the Product will be free from defects in material and workmanship for a period of 45 days from date of shipment. No warranty against defects in materials and workmanship will apply if Product is altered in any way, used for purposes inconsistent with Product's intended purpose or design, or improperly maintained, with problems caused by over-voltages, shorts, ESD shock, etc. Warranty will furthermore be voided where Owner/user failed to follow Product instructions or warnings or subjected Product to misuse, abuse, or neglect. This warranty does not cover cables, power supplies and mechanical wares

Policies:

Privacy

We take your privacy seriously and will take all measures to protect your personal information. Any personal information received will only be used to fill your order. rusar.net guarantees that all information provided by our customers remains strictly confidential and will not be sold or redistribute your information to anyone

Refund

Products that have not been used/opened can be returned for a refund for any reason within 45 days from the date of shipment.

All returns must be packed in the original, unopened packaging including all the accessories, manuals, documentation, etc. that were shipped with the Product.

The RMA number(see below) must be included with the returned Product.

Please contact us by email: support@rusar.net. to set up your return before you send it back to us.

Return

A Return Materials Authorization (RMA) number is required prior to returning any product for any repairs, upgrade or advance replacements. Follow the instructions below to return your product to us for repair. Follow these easy steps to return a product for repair and/or replacement:

1. Request the RMA form and number by email: support@rusar.net.
2. Fill the RMA form:
 - RMA number
 - Describe the failure symptoms. Without this description, we will run the standard tests on

the product.

- Your contacts: address, phone and e-mail.

- Put the completed form in the parcel.

Note:

All boards should be sent back in an antistatic bag and well packed to prevent damage during transporting.

All transport expenses have to be covered by the customer.