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Technical services - rules, types, and prices:

The Service Division of **Comel Soft Multimedia** performs technical services under the following terms and conditions:

Technical services order:

The repairing of the devices in our service is performed in the following order:

1. The damaged device is supplied to our Service division by the customer or authorized person, registered with our service order control system, and a service card is being generated. The card is issued in duplicate and every of the copies is being signed by the customer (authorized person) and one of our employees.
One of the duplicates is handed in to the customer. The customer must keep it in a secure place until the finish of the order.
2. The device is tested by our service engineers and a resolution for the trouble is issued.
3. One of our service engineer repairs the device, specifies the repair tax (if needed), or issues a recommendation for device replacing.
4. The device is transferred back to the customer and a supplement document is created. It contains the repair chronology - resolution, repair actions, and so on. The customer receives a copy of this document.

The repaired device will leave our service division along with this document only!

Warranty Terms:

The warranty service is accomplished only when an original warranty card is presented. In all other cases the repair will be made in accordance with the prices, determined by the **Tariff for Services and Repairs** of the service of Comel Soft Multimedia company.

All of the guarantee orders are attended to with priority before out of guarantee ones, regardless of their order of presenting in the service.

The goods are being repaired free of charge in the warranty period in all cases, unless when:

- **There is an attempt for changing of the configurations or the schemes; consumables of poor quality are being used; the outward appearance is damaged; an attempt for removing a defect is made by non-authorized persons;**
- **There are corrections or changes of the invoice or of the warranty card;**
- **The damages are caused not through the dealer's fault, like bad transport, bad storage, incorrect exploitation, disrepair or wide fluctuations of the electric mains, natural disasters and non-observance of the instructions in the accompanying documentation;**
- **The problems are of software-related;**
- **The damages are caused by other devices and apparatus, used together with the delivered technics. The warranty does not include the consumable materials (tapes, ribbons, diskettes etc.);**
- **The damages which are caused by mechanical strains are not considered for guaranty;**
- **The warranty and out of warranty service is completed for not less than 48 hours.**

Additional Terms:

- When there is substitution of a defect module or expansion of the system, to the warranty card is attached another one, which is considered for no separable part of the latter;
- The service does not bear responsibility for devices, which are not asked for in 30 days term.

Tariff for Services and Repairs:

Diagnostics	10.00 - 20.00 BGL
Operating System Installation ***	20.00 BGL
Driver Installation (1 product)	5.00 BGL
Program Installation ***	10.00 BGL
Virus Checking	10.00 BGL
Virus Removal	subject to agreement
Peripherals Installation - Mice, Joysticks, Storage Devices...	10.00 BGL
Software Adjustments for Internet Access	20.00 BGL
Monitors Repair (base price, w/ o spare parts)	25.00 BGL
Power Supply Units Repair (w/ o spare parts)	18.00 BGL
CD Devices Cleaning	15.00 BGL
Mice Cleaning	5.00 BGL
Keyboard Cleaning	10.00 BGL
InkJet Printer Prophylaxis	20.00 BGL
Laser Printer Prophylaxis	20.00 BGL
Other Services	subject to agreement

*** WARNING:

Our service operates only with licensed software packages, supplied by the customer or purchased from our stores.

Spare parts and consumables are not included in the above prices.