

Warranty Void Conditions

Shamim Warranty (Shamim Farahbakhsh Baharan) aims to provide a trustworthy and professional experience in hardware. We offer products from well-known global brands, ensuring:

- Verified product authenticity
- Functionality testing before shipping
- Expert technical support
- Replacement for confirmed hardware defects

Our warranty service is fair and transparent: if our technical team identifies a hardware fault covered by the warranty, we will replace the product for you. Our goal is to create a warranty experience that prioritizes trust and customer satisfaction.

Warranty Void Conditions

The warranty will be deemed void under the following circumstances:

1. Tampering and Identification Issues

- If serial labels, holograms, warranty stickers, product specification labels, or QR codes are damaged, removed, or unreadable on the product or warranty card, or if the Shamim authenticity seal is tampered with.

2. Physical and Electrical Damage

- Damage from impact, breakage, bending, burning, liquid exposure, or excessive moisture; damage caused by power fluctuations, short circuits, or using non-standard adapters or cables; failure to use proper voltage protection with sensitive devices like monitors, speakers, or gaming gear.

3. Unauthorized Repairs or Modifications

- If the device is opened, repaired, or tampered with by unauthorized individuals; industrial use or operation outside standard conditions; overclocking or unauthorized software/firmware changes.

4. Transport Damage

- Damage that occurs during transportation before the product is officially received by the Service Center.

5. Improper Use

- Negligence, abnormal usage, or improper maintenance; use that contradicts the product manual or recommended operating conditions.

6. Missing Original Accessories

- Returning the product without its original packaging or necessary accessories, when such components are essential for proper testing or service.

- All products under Shamim Warranty are meant for home, office, engineering, gaming, and design use. Industrial or non-standard usage will void the warranty. Each item is verified for authenticity and undergoes a quality check before distribution, sealed with the Shamim authenticity label.

General Warranty Terms

- It is the customer's responsibility to inspect the product physically at the time of purchase. Claims for physical damage made later will not be accepted.

- Submitting a product to the Service Center does not guarantee warranty approval. Final acceptance is confirmed only after technical diagnostics.

- The claim receipt is valid for 30 days. After this period, the company is not responsible for stored items.

- Shamim Warranty covers only hardware defects confirmed by the technical team.

- Software services are not included in the warranty but may be offered free of charge if possible.

- The customer is responsible for backing up data and ensuring data security. The company is not liable for any data loss.

- If a product is discontinued or out of stock, a similar model or compensation at current market value will be provided.

- Consumable accessories like cables, adapters, brackets, and screws are not covered by the warranty.

- The total warranty period cannot exceed the duration specified in the official warranty schedule.

- Any product with physical damage will not be accepted under warranty.

- Presenting the original, undamaged warranty card is mandatory to receive service.

- The Service Center is responsible for stored products for a maximum of 3 months.

1. Replacement Policy:

- Replacement is only possible if the same model is available in stock. If not, the product will be replaced with an equivalent model or compensated at current market value, at the company's discretion. The warranty period continues from the original warranty date and does not restart after replacement.

2. Shipping Costs:

- Shipping to the company is the customer's responsibility, while shipping from the company is covered by Shamim Warranty.

3. The warranty is valid only with an official, stamped, and signed invoice that includes:

- - Store letterhead
- - Valid purchase date
- - Product name
- - Serial number matching the product exactly.

Failure to present any of the above invoice requirements will result in the warranty claim being rejected.

Product Replacement Service

1. Depending on the product type and brand, items come with a replacement warranty of 12 to 18 months. If the technical team confirms a hardware defect, the product will be replaced at no cost. If no issue is found during testing, the product will be returned without replacement, and an inspection fee will be charged.

Special Conditions (Category-Specific)

Mouse & Keyboard

✗ The warranty is void in the following cases:

Tampered or removed serial labels or authenticity stickers, impact or liquid damage, or damaged cables.

✓ Covered issues include:

sensor malfunction, unresponsive buttons, or chipset failures.

Headsets & Game Controllers

✗ Warranty will not apply if:

There are body cracks, physical pressure damage, torn cables, or liquid intrusion.

✓ Covered issues include:

intermittent sound, abnormal noise, or microphone issues.

Monitors

✗ Warranty will not apply in cases of:

Impact, cracks, pressure marks on the screen, or chemical stains; missing or tampered serial numbers; damage from power fluctuations or unauthorized repairs.

✓ Monitor replacement is only possible if there are 7 or more defective pixels, following industry standards.

Items Not Covered by Warranty

The following are not covered under Shamim Warranty:

- Liquid damage
- Unauthorized repairs or device tampering
- Electrical damage from voltage fluctuations
- Damage from non-standard cables, chargers, or adapters
- Improper or industrial use
- Damage from natural disasters
- Physical damage like dents, warping, or excessive dust accumulation.

Warranty Activation Requirement

- To activate Shamim Warranty, it is mandatory to register the product's serial number on the official Shamim Warranty website. The warranty is valid only after successful registration and receipt of an activation confirmation message. Failure to register will result in the absence of an active warranty, making the product ineligible for service.

Power Protection Condition

- Using non-standard power protectors or failing to use proper voltage protection for sensitive devices will void the warranty.