

INFORMATION ON WARRANTY, TECHNICAL ASSISTANCE, TERMS AND CONDITIONS

Return policy and limited warranties.
18-month end-user warranty.



BlackBull Shop cares about offering an easy and understandable warranty.



18 Months Limited Warranty on remote technical support

If you have a problem, our technical team is ready to help you through our different communication channels.



12 Months limited warranty on electronic components

If something is wrong with the electronic components and we need to replace or repair any part of the device, you can send it to our offices.



Limited warranty for damage due to use

The warranty is limited because we do not cover damages caused by liquids spilled on the device, use of the wrong charger, or electric shock. In other words, if you damaged it, the cost of the repair would be on your own.



72 hours in case of not meeting expectations

In case you do not agree with the terms and conditions of BlackBull, you can notify us at atencionalcliente@blackbullshop.com and we will return the product and will refund the total of the amount of the order.

Extended version:

Terms and Conditions of Purchase: An international invoice is made to a legal person or natural person issued by BlackBull WW (Seller) from the United States since it is international shipping (VAT is not discriminated since it is an invoice from a foreign company). If the payment is made by some of the cash payment methods and the buyer wants the cancellation of the order before the product arrives, only 95% of the money paid will be refunded. The right of refund of the purchase applies to online or non-traditional orders, it does not apply to purchases at physical stores. The consumer may exercise the right of withdrawal within 5 business days from the delivery of the good. Promotion valid while stocks last and / or end of publication. Product subject to availability. Price might change without notice. If there is a unit available of a product and two or more people make the purchase of it, only one buyer will be delivered and the others will have the option of changing the product or returning the money paid for the purchase within less than 30 calendar days, without giving rise to claims for damages or interest payments. The logos and trademarks shown in the publication are registered in the US and other countries. All rights reserved, all other trademarks belong to their respective owners. Actual product may differ from images shown in post. The purchase or delivery at the points of sale is subject to availability. The information in this document is subject to change without notice. By making the purchase by any means or distribution channel, you are confirming that you have read and accepted the terms and conditions. In case of not agreeing with the terms and conditions of BlackBull, the customer has 72 hours after receiving the product to notify atencionalcliente@blackbullshop.com to proceed with the return of the product and refund of the total amount paid in the purchase. The licenses after 30 days from the date of the original purchase cannot be installed, without the right to a refund of money or a claim for non-installation; Only valid a license for one (1) device or number of devices indicated on the invoice. By making the purchase you are confirming that there are no doubts about specific components of the product; If the consumer has questions about specific components of the product, they should contact the customer service lines before making the purchase. If the product requires configuration service, the value that appears in the description or publication corresponds to the total value of the configuration service plus the value of the product. When making a purchase on this Site or other sales platforms operated by BlackBull WW, you will provide information that, at the discretion of BlackBull WW, is necessary to provide a better service. The User's personal data is taken for the purposes of complying with the business of BlackBull WW, carrying out marketing and advertising actions. In the event that the User decides to provide their data, it is expressly consented that BlackBull WW may use them for operational purposes of the electronic commerce system on this Site and / or on other websites belonging to BlackBull WW and even to send them offers by different means, of goods or services, promotions announcements, or advertising. By communicating your personal data through your registration and purchase, you give the consent provided by Argentine law No. 25,236, including the possibility of transfer provided in its art. 11 that you can revoke at any time simply by requesting it via email and / or by any other way that can be easily credited. BlackBull WW will not deliver any type of personal data or individualized information about any of its Users to any third party, whether for free or onerous, including any data related to the identity of its users, their habits, customs, areas of belonging, habits consumption, etc. You notify and authorize BlackBull WW to analyze the information related to its users as a group, and based on such analysis offer, individually or in conjunction with third parties, goods and services to its users. BlackBull WW is authorized to share depersonalized information related to its users with third parties. The User, as the owner of the personal data, has the power to exercise the right of access to them free of charge at intervals of not less than six months, unless a legitimate interest to that effect is proven in accordance with the provisions of article 14, subsection 3 of Law No. 25,326. If you wish to update your data, please contact: comercial@blackbullshop.com or by exercising the right of access provided by art. 14 of Law 25,326. If you want to know more in depth about this topic, click here or at the following address: <http://www.jus.gov.ar/dnmdp> The National Directorate for the Protection of Personal Data, Control Body of Law No. 25,326, has the power to address the complaints and claims that are filed in relation to the breach of the rules on protection of personal data. If you want to know more in depth about this topic, click here or at the following address: <http://www.jus.gov.ar/dnmdp>. **For buyers in Argentina:** The buyer must have a CUIT / CUIL with a level 3 tax code. All import costs (taxes, customs, freight) are included in the total value paid. You must have available space for international purchases (5 purchases a year) and have informed AFIP of the last purchase abroad. You can buy up to 3 units of the same product at a time; in case of not having the previous conditions, BlackBull is not responsible for extra payments requested by customs or withholdings that they themselves make, in case the product is detained at customs for not complying with the mentioned conditions and the buyer wants the cancellation of the order, they will only be made the 85% refund of the amount paid. **Warranty:** The end user is guaranteed, in accordance with the following provisions, that the hardware products, purchased by the end user, will be warranted for a period of twelve (12) months from the original purchase date. Products for which a proper claim is made will be repaired or replaced. Twelve (12) months warranty is given for hardware damage due to factory defects. Eighteen (18) months warranty is given for technical diagnostic assistance and software support. The hard disk, the RAM memory and the graphic card are only guaranteed for twelve (12) months. If the product is under warranty, for no reason will the time stipulated by the warranty in the original purchase be modified; the repaired or replaced part will only have a warranty for three (3) months without exceeding the time stipulated by the warranty in the original purchase. License support will be granted directly by the manufacturer. If the product goes under warranty for more than three (3) times due to the same failure, if the customer wishes, a Credit Note will be delivered for the value paid in the initial purchase, which may be used to obtain another Product (s) of the catalog available (s) on the Sales Platform where the initial purchase was made. We do not make cash refunds; If according to the technical report, the product cannot be repaired and there is no stock of the same product, a Credit Note will be delivered to the customer for the value paid in the initial purchase, which may be used to obtain other product (s) of the catalog (s) available on the Sales Platform where the initial purchase was made. The warranty may be processed and / or derived with the manufacturer if the seller considers it pertinent. **Exclusions:** Natural wear and tear. Suitability of the product for a specific purpose or use. Third Party Products such as Software, the guarantee of which will be delivered to the client directly by the manufacturer or licensor of said products. Personal information stored on the product. Causes not attributable to manufacturing defects and / or material defects. Product defects that do not affect the identity between what is offered and what is delivered. Replacement of parts, repair or attempted repair of the product by unauthorized persons. Accessories or complements added to the product and that do not correspond to the original purchase. Product of gift that has been specified in the publication or that has been delivered under the modality of gift. Lack of maintenance or service of the product in accordance with what the instruction manual indicates for this purpose. Accidents or lack of care in the use of the product. Misuse of the product or inappropriate use or use other than normal domestic use, or not in accordance with the instruction manual. Wrong connection of the product to other products indicated in the instruction manual or the connection of the product to devices different from these. Presence of sand, liquid substances, water, burns or any foreign element inside the product. Excess or voltage drops in the network or connection of the product to networks other than the corresponding voltage according to the instruction manual. Damage caused by floods, earthquakes, fires, electrical storms, shocks and / or improper transportation. Damage caused by liquids or dust in products with IP certification / protection. Any consumable part, unless the damage was caused by a defect in materials or workmanship. If any serial number or security label has been removed or erased. License support will be granted directly by the manufacturer. No warranty is given for defects or damage to the License and / or license malfunction. Failure to provide the evidence requested by the support department, which justifies and shows the problem that the product presents.