



Terms and Conditions of Sale

GREENFEVER

Go Green make it a Fever!

General

1. In placing an order with GreenFever the buyer agrees to be bound by these terms and conditions;
2. No conditions or terms stipulated in any other communication or document shall vary or annul the conditions an terms issued in this document;
3. All information regarding terms and conditions are present in our website and also is this document.

Payment and Credit Terms

1. The Buyer must make all payments requested by GreenFever before any order will be dispatched;
2. GreenFever will hold stock for the Buyer if its agreed to pay 10-15% value deposit upfront of the total Proforma Invoice value , otherwise GreenFever doenst hold stock for more than 1 day;
3. GreenFever is entitled to ask or to request for a non-refundable deposit , this point is mainly induced when the Buyer suspends the order. This way GreenFever due to work already carried out , materials specially ordered and other additional costs including storage or depreciation of stock value is entitled to refund up to 95% of the deposit made by the Buyer;
4. All Payments issued to GreenFever must be done with always attaching the Proof of Payment to be sent by any means of communication;
5. All Proforma Invoices issued by GreenFever have a validation of 5 working days, all payment or deposit must be done within that period otherwise GreenFever is entitled to close the Proforma Invoice without any previous warnings;
6. GreenFever does not accept Credit Terms, all payments are issued upfront as stated on (1) this means no goods will be dispatched until any payment is made in full;
7. GreenFever standard terms for payment are cleared funds only.

Prices and Dispatch

1. All prices quoted are EXW unless otherwise specified by GreenFever;
2. All prices quoted unless stated are exclusive of VAT ;
3. All orders where GreenFever arranges shipping will be charged to the Buyer and this one is advised if they do wish or not to have insurance included;
4. If the Buyer opts out of insurance then the liability rests solely with the Buyer for any losses or damage that occurs during transport purposes;
5. A charge may be made to cover any extra costs to the Buyer for delivery to a diferent adress or for any non accomplished delivery due to Buyer fault;
6. An extra charge will be levied to cover delivery and insurance costs if the Buyer requests.
7. All orders are subjected to our ISO 9001:2015 policy and procedures, so only upon satisfactory checks will these orders be dispatched.



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Loss or Damage in Transit

1. The Buyer shall examine the goods immediately that the goods are delivered to him;
2. GreenFever reserves the right to reject claims in respect of shortages or damage in transit or non-delivery if such has not been noted on the proof of delivery note;
3. The Buyer must notify GreenFever within schedule time (24hours) the mentioned above regarding any claims relating to a specific order.

Late Delivery

1. Whilst GreenFever ,Lda will use its endeavours to deliver the goods in accordance with Buyer's order requirements, GreenFever will not be liable for any consequence of late delivery however caused.

WarrantyTerms

1. Products are **not Sold** on a **Retun** basis;
2. If the Proforma Invoice or Invoice makes no statement as to warranty , the goods are deemed to have been supplied with no warranty;
3. GreenFever,Lda may, but need not, elect to repair or give a replacement of equivalent quality or issue credit note to the Buyer for any goods found to be defective of faulty materials due to poor workmanship by the Buyer;
4. If any goods are found to be missing regarding quantity in the order the Buyer has 24 hours to report to the Seller;
5. If any goods are found to be faulty , the Buyer has up to 30 days after the date of invoice to contact GreenFever,Lda. Ending that period , GreenFever will not accept any RMA from the Buyer;
6. GreenFever,Lda will not be responsible for any items lost or damaged in Transit;
7. GreenFever,Lda does not issue warranty on laptops batteries and chargers. Even though all components are tested GreenFever,Lda doesn't predict if the battery will last 1hour above . All tests to the battery are made to insure at least 30 minutes of lifetime. Chargers are not tested. This matter is taken into consideration when pricing these goods for sale;
8. All RMA must be opened in our website «<https://www.greenfever.pt/minha-conta/rma/>» ;
9. All RMA must be sent and arranged by the Buyer , assuring all goods come with good packaging and safe;
10. All RMA must come with RMA number on the packages issued on our online platform otherwise is doomed to not be accepted by RMA Department;
11. All RMA must be in the original packaging,undamaged , complete and with all the original materials shipped to the Buyer;
12. GreenFever,Lda will not be responsible for any damage covered on the equipments during transport once the Buyer sends the goods to RMA.

Refurbished Products

1. GreenFever sells mainly Refurbished Products , including: Laptops, Desktops , Monitors , Disks and Memories .
2. All Products are 100% tested independent of any grading that GreenFever issues;
3. Tests are made to any function of the Unit independent of any kind of Product;
4. GreenFever uses the following Grading System for the Products:



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Laptops, Monitors and Desktops :

-Grade A+ : This Product will be supplied as almost New, Repainted or Remanufactured in our facilities , all functions of the unit are working 100% and any components with defect were changed or replaced with new ones, and there is no cosmetic damage or scratches

- Grade A : This Product will be supplied as used with almost no cosmetic damage within the unit, although there can be small scratches on the bottom case, palmrest and sides of the product . No Cracks or dents will be within this Grading. All components also with defect were changed or replaced by working ones. All top lids with scratches will be covered by professional vinyl with same colour as the unit .

-Grade B : This Product will be supplied as used with cosmetic damages within the units, there can be heavy scratches on the top lid, bottom case , palmrest , Lcd, and sides. No Cracks will be within this units. All Components with defect will be changed or replaced by working ones. This unit will be sold as is in terms of cosmetic parameters.

-Grade C : This Product will be supplied as used with heavy cosmetic damages within the units, there can be heavy scratches all over the unit and also cracks and dents . All components with defect will not be changed or replaced by working ones. Unit will be sold as is in terms of Cosmetics and Functional parameters.

Memories and Disks :

-Grade A : All Components are 100% Working all units are with hours of work so there can be Sectors damaged however unit will be 100% functional . GreenFever does not operate on any kind of refurbishment on this Products.