

Dead On Arrival Scheme (DOA)

Although all IGEL devices are thoroughly tested in the warehouse before despatch, occasionally devices can be damaged in transit. To minimise any disruption to our customers, IGEL offers a DOA Scheme where a replacement device is immediately despatched and the damaged device is collected.

The DOA Scheme is a voluntary service without legal entitlement for IGEL customers. To use the service, customers should note:

- Only technical defects are covered, such as "Device will not start" or "no reaction".
- The registration of DOA must be made within 48h of device delivery.
- The original packaging and the complete accessories of the damaged thin client device must be returned in full.
- To enable the exchange and pick-up to take place, a contact name and telephone number are required.