

Betreff: RE: detailed warranty information  
Von: <eurosupport@kfa2.com>  
Datum: 28.12.2023, 18:21  
An: ""Benny"" <private@hidden>

Hello,

Original purchaser simply means you have to be the person that originally bought the product. You cannot get warranty for second hand purchases, auction sites like ebay or non authorized retailers. The reason you have to send it to the place of purchase is number one ensure that the card was in fact bought through an authorized reseller and the authorized reseller manages the return back to the factory which actually saves you the customer money since it would have to be shipped to hong kong.

Hope that is clear now for you.

Thanks,  
Eurosupport

**From:** Benny <private@hidden>  
**Sent:** Thursday, December 28, 2023 11:14 AM  
**To:** eurosupport@kfa2.com  
**Subject:** Re: detailed warranty information

Hello,

In your warranty terms, you state that the warranty applies to the end user. Or what do you mean by "original purchaser" and by "customer"?  
If you as the manufacturer give the end customer a warranty, why can't I send the product in personally in the event of a defect?  
Thanks,  
Benjamin

Am 28.12.2023 um 17:43 schrieb [eurosupport@kfa2.com](mailto:eurosupport@kfa2.com):

Hello,

Warranty is 2 years from the date of purchase through an authorized reseller. Must have proof of purchase receipt for warranty service.

Thanks,  
Eurosupport

-----Original Message-----

From: Benny <[private@hidden](mailto:private@hidden)>  
Sent: Thursday, December 28, 2023 9:34 AM  
To: [eurosupport@kfa2.com](mailto:eurosupport@kfa2.com)  
Subject: detailed warranty information

Dear employee of KFA2,

I looked on the website for warranty information on the products, but unfortunately found nothing about the warranty period. Please give me lega

With kind regards  
Benjamin