

PC WATERLOO WARRANTY POLICY

Thank you for purchasing from PC Waterloo. In our efforts to maximize customer satisfaction we have implemented the following warranty policies and procedures. We require the Original Sales Receipt in order to honor any warranty. Please bring it to us for any warranty issues.

New System(s) Warranty:

New Systems carry a one (1) year parts and labor warranty. PC Waterloo reserves the right to repair or replace the defective component with one of equal value. This is a carry-in warranty to our store location. If a refund is required and approved by management, the refund **will** include depreciation set by PC Waterloo.

Laptops/Notebooks carry only manufacturer warranty and are serviced by the manufacturer. We will diagnose and take care of the RMA process for the customer, but PC Waterloo is not responsible for any hardware or pre-installed software defects or damage.

Any part deemed to be faulty by PC Waterloo staff in a new system within the first 30 days will be replaced by one of equal value. This applies to all system components with the exception of Monitors.

Any returned or exchanged components must be returned in all original packaging with all accessories.

After 30 days from the invoice date have expired, the customer must wait for the manufacturer to repair or replace (RMA) the defective part back to PC Waterloo.

While the RMA procedure for parts takes approximately 3 weeks, PC Waterloo cannot guarantee the amount of time it will take for this process and will not be held responsible for the time it takes the manufacturer to return the fixed or replaced part. Monitors purchased with new systems are only covered by PC Waterloo for the first 30 days. After 30 days, any monitor purchased with a new system must be sent back to the manufacturer by the customer.

-What is NOT covered by the New System Warranty:

Any Acts of God (such as a lightning strike causing a power surge) are not covered under warranty.

Any hardware, firmware (BIOS updates), software, or other modifications made to the system by anyone other than PC Waterloo Staff resulting in an inoperable, broken, or otherwise non-functioning system is not the responsibility of PC Waterloo. PC Waterloo is **only** responsible to restore the system to its original selling state; i.e.: intact operating system with drivers loaded for all PC Waterloo components. PC Waterloo is not responsible for restoring any additional software unless agreed upon by PC

Waterloo technical staff and the customer for an additional fee. PC Waterloo is not responsible for ensuring that any hardware not purchased at PC Waterloo is in working order.

PC Waterloo is not responsible for any data loss under any circumstances. The customer is responsible for backing up all data before they bring in their system for service. Arrangements can be made for PC Waterloo to back-up the data for a fee before any service work is performed, however, PC Waterloo will not be held responsible for any data loss resulting from any work performed on a customers system, as the data may possibly be corrupted already (e.g. virus or physically damaged hard drive) and therefore impossible to restore properly and beyond the control of PC Waterloo.

Any damage or misuse caused by the customer will not be covered by warranty. This applies to overclocking a CPU, Memory or Video Card (which can cause premature failure) or other methods whereby the system is not running within proper manufacturers specifications will void PC Waterloo Warranty.

Upgrading Or Exchanging Components:

The customer has Seven (7) days from the time they receive the system or component to make any requests to exchange or upgrade a component. The customer may exchange a part within the 7 day period by paying a 20% restocking fee plus any difference in part price based on current PC Waterloo prices. There will be no refunds or exchanges after seven days.

NOTE: Recordable Media (CD-R, CD-RW etc), Retail boxed product (Sealed package), and Monitors are non-exchangeable.

Components Warranty:

All components (other than Software or Recordable Media: CD-Rs, CD-RW discs, etc.) carry a one year limited manufacturers warranty. A failed component (excluding: monitors and recordable media) as determined faulty by PC Waterloo Staff, will be exchanged by PC Waterloo within the first 7 days. After the 7 day period, the customer must wait for PC Waterloo to RMA the part back to the manufacturer in order for the manufacturer to send an equivalent replacement part back to PC Waterloo for customer pick-up. Customer assumes all responsibility for the risk of data loss in the case of Recordable Media. Recordable Media such as CD-R, CD-RW etc, are not refundable or exchangeable.

All returned items must be returned with their original packaging and discs, if any. Certain components such as hard disk drives and monitors may carry a longer manufacturers warranty. Any extended manufacturers warranties will be honored as described below:

HARD DRIVES: New hard drives carry a 1, 3 or 5 Year limited manufacturers replacement warranty. The drive must be diagnosed by PC Waterloo and not be damaged by an act of god (ie: power surge) in order to be replaced. Contact us to

confirm the manufacturers warranty period for you. After the initial 30 days, the hard drive will be sent back to the manufacturer as described in paragraph 5 of the 'New System(s) Warranty' section.

MONITORS: Different models from a manufacturer can carry different warranty periods. Various manufacturers may have 1-3 limited warranties on parts , labour, or both. PC Waterloo does not service monitors and the customer is responsible to contact the manufacturer in order to determine actual warranty and obtain an RMA number to send the monitor to be fixed by the manufacturer.

PC Waterloo is only responsible to supply the customer with the contact information, so that they may contact the manufacturer to arrange shipping. PC Waterloo is not responsible for any shipping charges incurred during this process, nor the length of time it takes the manufacturer to fix the monitor. PC Waterloo is not required to provide a loaner monitor when the monitor was bought as a component only and not with a new system.

There is no 30 day replacement on monitors purchased, only the manufacturers warranty as described above. If the repaired monitor does not meet the customers satisfaction, they must contact the manufacturer directly to arrange for further repair or replacement.

We hope this document clarifies the warranty process for you. Please contact us if you have any further questions regarding your system or component warranty. Please call (519) 886-9486, Fax (519) 886-8512, or e-mail sales@pcwaterloo.com

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