



Face to Face Computer Services Ltd.

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Computer system warranty.

WHAT IS COVERED UNDER THIS WARRANTY?

Face to Face Computers will warrant the tower hardware to be free from defects and workmanship for the period of one (1) year from the date of purchase unless otherwise stated on the invoice. Labour will be covered for the period of **LIFETIME** for replacement of defective hardware in the computer tower only. During the warranty period, simply call Face to Face Computers to receive technical assistance and advice. Face to Face Computers will repair or replace any defective components with new parts or serviceable used parts that are equivalent or superior to new parts in performance. If replacement parts are not available, or have been discontinued, the customer has the option to “buy up” to current components. All defective parts or exchanged parts will become the property of Face to Face Computers. Any peripherals (Monitor, keyboard, mouse, ect.) purchased at the same time as the tower are not covered by this warranty.

WHAT IS NOT COVERED UNDER THIS WARRANTY?

1. Damage from misuse, abuse or neglect.
2. Damage from use of parts not sold or distributed through Face to Face Computers.
3. Damage from modification.
4. Damage from repair by unauthorized personnel or other repair facilities.
5. Damage to data and programs or lost data and programs.
6. Cosmetic wear.
7. Physical damage.
8. Damage from dust and other contaminants.
9. Damage from nicotine build up and/or any smoke damage.
10. Damage from power failure and/or power fluctuations/spikes/brown outs (even if system is on a power bar or UPS).
11. **The software warranty is set forth in the applicable end user license agreement. Face to Face Computers makes no warranty whatsoever with respect to software included in any products sold by Face to Face Computers, and all software is sold “As-is” and “With All Faults”. Applications may vary from retail versions and may not include hard copy documentation. Titles are subject to change without notice.**

Limitations

- Hardware must be purchased from Face to Face Computers.
- This warranty is non-transferable.
- Any extra labour time requested above and beyond what the technician deems necessary will be the responsibility of the customer.
- Invoice is required as proof of purchase & must be produced for warranty work!
- Original packaging must be retained for warranty.
- Fans are considered to be wearable parts and are warranted for 90 days.
- Add on accessories such as lights, coolers or other modifications that are not part of our regular tower packages are not covered under the labour replacement warranty.

Hardware Problem:

Customers have the choice of dropping the machine off, or shipping the machine in, prepaid. If shipping or delivery is desired, the product will be shipped at the customer's expense, with the customer responsible for insurance. An original invoice is required for any warranty service work. A \$15 charge will be levied for replacing lost invoices.

Software Problem:

This warranty does not apply to problems related to software. Please refer to your software manufacturer for assistance. In many cases your software should come with a manual, or a read me file that will assist you in troubleshooting your problems. Any data loss or software corruption is not the responsibility of Face to Face Computers.

- It is recommended that a complete system backup image be performed immediately after your computer has been set-up.
- It is recommended that you do regular backups of your data.
- It is recommended that you perform backups of your data before requesting any warranty or non-warranty service on your system.

Chargeable Service & Rate:

Non Warranty coverage bench charge: Hourly labour rate - \$60 min. charge \$35

Non Warranty coverage on site charge: Hourly labour rate - \$75 min. charge \$75

Component charges are extra and will be based upon current market prices.

- Virus Removal – Machines received for service with a virus in the system are not covered by warranty. A fee will be levied for virus removal. We recommend that systems containing any viruses should be reformatted and reinstalled fresh to original specifications.
- Reloading the OS to original specification – Backup the hard drive to avoid this charge.
- Software conflict due to incorrect setting – If the system is diagnosed to be a software conflict, service time will be charged.
- Correction of customer installed hardware that was not part of original system purchase – Any added hardware that was not part of a Face to Face Computers installation is not covered by this warranty. If the added hardware, or mistakes made while adding the hardware are diagnosed to be causing the problem, service time will be charged.

Limitation of Remedy

FACE TO FACE COMPUTERS IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE USE OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS, LOST SAVINGS, INCIDENTAL DAMAGE, OR CONSEQUENTIAL DAMAGES. THIS LIMITATION APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE. THIS LIMITATION CANNOT BE WAIVED.

ALL MISTAKES MADE IN INVOICING/SHIPPING/PACKING OF NEW HARDWARE MUST BE REPORTED WITHIN TWO (2) BUSINESS DAYS OF RECEIVING THE SYSTEM. SERVICE CHARGES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

We appreciate you for choosing Face to Face Computers to look after your computing needs. We give our assurance, to you, that we will help you with your system throughout the years.

Thanks again!!!!

www.f2fcomputers.com