



Meltec Computers

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New System Warranty

COMPUTER SYSTEMS' GUARANTEE: Meltec Computer Services, here after Meltec, guarantees the computer system and any internal hardware against mechanical imperfections and defects for a period of six (6) months from the date of installation or purchase. Its obligation under this guarantee is limited to replacing at its office any part or parts which prove to be defective upon examination by Meltec.

COMPUTER ACCESSORIES/COMPUTER RELATED MATERIALS

GUARANTEE: Meltec, guarantees the equipment in which they sell upon purchasing not DOA, Dead On Arrival. Meltec honors the original manufactures warranty on the product; say the product needs replacing it shall be done through Meltec, by Meltec and be considered defective upon examination by Meltec at their office.

Example of the above statement(s): If a CD-ROM is purchased and the manufacture of the CD-ROM provides a 90 day warranty; Meltec will *only* provide a 90 day warranty for the CD-ROM.

IT IS FURTHER AGREED AND UNDERSTOOD between the parties that no further warranty or representation, oral or written, express or implied, except as above specified, has been given to the customer.

If replacement on any product is required the following procedures *must be* followed:

1. Meltec must be contacted and made aware of the problem or issue.
2. An appointment must be scheduled for the component to be dropped off at Meltec's office or a technician to come to your location for examination.

3. If it is the first malfunction of the component and the component is covered under warranty it will be replaced free of charge for the same component unless the warranty remaining on the product is less than 10 days.
4. If it is the second malfunction of the component and the component is covered under warranty it will be replaced free of charge for the same component **OR** a credit can be given for the component towards another component of equal or lesser value. If the remaining warranty for this component is less than 10 days the component will not be subject to a credit towards another similar component.
5. If the component malfunctions more than two times it will be believed that the component is being abused or used outside of the component's normal usage recommendations; therefore Meltec will cover the first fifty (50%) percent or half of the price to replace the component and customer will be liable for labor fees associated with replacing the component.

System warranties DO NOT cover the following items:

- Software malfunctions of any kind (examples: Internet Explorer crash, Operating system crash, Antivirus malfunction).
- Software applications that have been added after purchase.
- Adware, Spyware, Malware or any other variations thereof.
- Viruses, Worms or self-inflicted virus activities.
- Software Installation of Illegal or harmful applications, which cause damage to system or system components.
- Hardware installation, upgrades, updates or removal of case or hardware prior to end of warranty period which causes computer system failure, malfunction or other such error related issues thereof.
- System Restore Disk Sets which become scratched, damaged, lost or stolen.
- Normal everyday use/wear and tear of keyboard, mouse and/or any other consumable product.

ADENDOM ~ JULY 2010:

System warranties DO NOT cover the following items:

- Hardware failure or system software re-installation/installation due to power failure, power surge, inadequate surge protector, lack of surge protection, surge protector malfunction or electrical wiring malfunction or failure.
- Internal dial-up modem failure from thunderstorms, phone line surges and/or telephone jacks which are not properly grounded.
- Network LAN card failure caused by telephone line or Internet connection failure; including but not limited to: high speed Internet modem failure, router failure or malfunction, high speed Internet connection surges or failure to have any of the above equipment connected and secured onto a surge protector.

Warranties are voided if warranty sticker on computer case is removed, broken, replaced, damaged or tampered with in anyway.

Meltec reserves the right to deny any and all warranty claims if the above guidelines are not followed, or if we believe a component is being abused or used outside of it's normal usage recommendations.

Above all this warranty information is subject to change at any point in time without notice. For changes to this warranty or the most up-to-date warranty information log onto our website: <http://www.melteccomputers.com>