

# Warranty / Returns - Terms & Conditions

## Data

We are not able to accept any responsibility for the loss of data due to failure of product or service at any point. Customers' data is always the responsibility of the customer to ensure that they have sufficient backups.

## Loss of Earnings

We are not able to accept any responsibility for loss of earnings in any circumstances, even if there is a product failure.

## Act of God / Accidental Damage / Missus

Warranty is null and void if failure occurs due to any reason other than manufacturer defect. If the failure is as a result of other influence, then the warranty is void.

## Proof of Purchase

Proof of purchase is required in the form of original receipt. If you do not have your original receipt but can provide your date to within 3 days of your purchase, we will look for your receipt on our system. There is an admin charge of £5 for this service. Repairs and pc purchases can be looked up without charge providing the correct details of address / customer name etc are provided.

## Services & Repairs

The following are the terms relating to failures of services or hardware supplied as part of a service / repair and not "over the counter sales".

### Software

There are no guarantees for software work carried out. Unfortunately, we are not able to guarantee works that can easily be effected by general usage, installation of other software or other influences.

If a machine is returned for software work that the customer is unhappy with we will look at the complaint on a case by case basis and it will be discussed to why such issues were not detected by the customer on their collection & inspection.

Within 7 days of collection should the works be considered unfinished, then the works will be carried out under the original job booking. Any additional time will be chargeable up to the originally agreed price.

### Hardware

Only hardware provided by CC is covered by any warranty. Warranty for PC hardware is 1 year / laptop spares (model specific parts) 3 months. If the manufacturer offers longer warranty, this will need to be addressed directly with the manufacturer. If you chose for Central Computers to address the warranty for you outside of terms above, this will be a chargeable service, usually at £10 but cost may vary depending on the process / shipping of the item. A quotation will be provided on a case by case basis.

Should a piece of hardware fail within 30 days of purchase, all services relating to its replacement (as previously provided will be provided again without charge). If a router was installed to site and fails within this time, we will reconfigure replacement in the same fashion. If a harddrive was installed, windows / office / av etc loaded, installed to customers home – this will all be redone without charge.

31-90 days – during this period, we offer a reduced rate of 30% charge for personalisation including items such as reconfiguring backups / installation to premises / settings etc. However, should the customer have suffered a harddrive failure, we will reinstall Windows as previous without charge (not including personalisation or data services).

91 days + no reduced labour.

### Second Hand Parts

There is no warranty on second hand parts. If sold over the counter, should there be a problem this must be assessed in store by the next working day after purchase. If the customer is unable to get back to store in this timeframe, they must report the problem by email in this timeframe and not use the product any further. There is then a further 14 days to return the product to store. If supplied as part of a repair it will be demonstrated as functioning prior to leaving the store. Second hand parts are always provided with the customer's full knowledge that they are second hand and that no warranty is available.

### Over the Counter Sales

Returns: If the product is returned **unopened** within 30 days a credit note valid for 12 months or exchange can be offered. No refund is available. This is not an option for products of over £100 in value or special order items which can only be returned under warranty if there is a product failure.

Warranty: All items returned for warranty should be assessed at counter as to condition and providing no obvious physical damage or misuse, should be booked in for testing. We aim to carry out all testing within 2 working days but some products / faults may take longer.

Non faulty items    -    within 30 days of purchase – available to customer to collect without testing charge.  
                              -    31 + days from purchase – available for customer to collect £10 testing fee.

Faulty items         -    within 30 days of purchase – exchange or repair as appropriate.  
                              -    31 days up to one year - items may be returned to manufacturer for repair or replacement.  
                              -    After 1 year – For any item with a manufacturer warranty of more than one year you may be given alternative details to return the item to the manufacturer directly. Should you wish us to return your item to the manufacturer on your behalf, we reserve the right to charge an admin / courier fee of £10.

### CC Branded PC's

The warranty of PC covers the tower unit only and not the peripheral items including but not limited to monitor / keyboard / mouse / printer / software / router etc which are covered by Services & Repair section (if installed) or Over the Counter Sales (if not installed).

The warranty period is detailed on the sales paperwork and also on the warranty sticker on the reverse of the machine. If no warranty period stated then a 1 year warranty will apply.

The Warranty is RTB (Return to Base) and therefore any time on site is chargeable at standard rates.

The warranty covers physical failure only caused by manufacturing defect. The warranty does not cover software issues of any description or hardware issues not caused by manufacturing defect. The warranty is for the machine and not for any data or personalisation / setup that may have been carried out at time of order as this would be covered under the Service & Repair section.

### Laptops

New Laptops are considered under the Service & Repair rules if they were setup / installed and Over the Counter Sales if no services were provided.

*These terms and conditions do not affect your statutory rights.*