

## **NEW COMPUTER SALES – TERMS & CONDITIONS**

### **The PC Crew Built Computers (Warranty)**

New PC Crew Built computers are covered by a 1-year return to base warranty. The warranty period applies from the date of purchase by the first customer and is transferable only between end-users. The warranty covers manufacturing defects only.

The liability of The PC Crew (or its appointed maintenance agent) is limited to the cost of repair and/or replacement of the product under warranty. The warranty is invalidated if the defect is caused (howsoever) by misuse, neglect, and tampering or incorrect adjustment. It is invalidated if unauthorized persons carry out any alterations and/or repairs.

Return to base means it is the client's responsibility to return the equipment to The PC Crew offices. Where possible repairs will be carried out on site however repairs may be resolved quicker if returned to us. Repairs could take up to two weeks depending on component availability.

The warranty covers hardware only. Hardware refers to components such as the case, motherboard, processor, memory, hard drive, graphics card etc. Software, anti-virus and operating system faults/failure is not covered under warranty. The warranty also excludes the support of software purchased from The PC Crew including anti-virus and office products.

Damage to a computer system or its components supplied by The PC Crew under a repair contract caused by a power surge or spikes, including but not limited to mains power and telecoms connections or other unspecified sources e.g. voltage fluctuation, amperage fluctuation, water ingress are not covered under the warranty.

Furthermore, the warranty does not cover for any loss or damage due to negligence, mishandling, accidents, theft, water flooding, war outbreak, electrical storms, fire outbreak, earthquakes, or any other act of God.

The PC Crew is not responsible for loss of data associated with mechanical failure and it is the owner's responsibility to ensure a correct backup facility is in place.

If the hard drive or complete system requires replacing, the warranty covers the cost of replacement only and does not include data recovery, transfer of data and setup, this will need purchasing separately.

If setup and data transfer was obtained at the time of purchase, please ensure that all files have been transferred and all required software installed prior to the engineer's departure. The PC Crew is not liable to return visits owing to missing files and uninstalled software.

Your new PC comes pre-loaded with Microsoft Windows. Windows software included basic software such as internet explorer, media player basic anti-virus etc. It does NOT include office software, security software, iTunes, Skype, etc. These will need to be downloaded, installed, and configured superstructure and may incur additional charges.

Your new computer is custom built for you, the components have been separately purchased therefore once payment has been received you have entered a contract, no refund in part or full will be available under ANY circumstances.

### **The PC Crew Refurbished Computers (Warranty)**

The PC Crew refurbished computers come with a limited warranty, the duration of which is outlined at the time of purchase. It covers hardware only, i.e., any mechanical components. It does not cover software and operating system errors. In addition, laptop batteries are not covered by the warranty. If a warranty claim is received during the official warranty period, The PC Crew will

attempt to repair the machine however in some cases it may be more cost effective to replace a component or the whole computer. In which case we will supply a replacement machine of a similar quality and age.

### **Third Party Computers and other hardware**

Branded computers and equipment are covered by the manufacturers own warranty. Please enquire at the time of purchase. A warranty claim may result in the equipment being sent back to the manufacturers; timeframes are subject to individual manufacturers own policies.

### **This Agreement**

All contracts formed between The PC Crew and the Client shall be governed by and construed in accordance with and governed by the laws of Great Britain and Northern Ireland.

Each party agrees that any disputes not resolved by the normal complaints procedure will be submitted to the court within the jurisdiction of Northern Ireland.

### **Correctness of Information and Disclaimer**

Although every effort is made at all times to make sure the information contained in our website and in our documentation provided is accurate, current and reliable information, it should be recognised there is a possibility of errors in the information contained within. The PC Crew expressly denies any warranty of the accuracy and reliability of any information provided in their website or documentation. The PC Crew shall not be held liable for any losses caused by anyone's reliance upon the accuracy and reliability of the information contained within.

We reserve the right to amend the content of our website and or our documentation at any time without prior notice.

We cannot accept any responsibility for other websites we do not control, which may be linked to or from our website.

It should be noted that services and or products indicated in this website might be altered, modified or discontinued at any time without prior notice. It should also be noted that published fees for services, repairs and or products are subject to change without prior notice.

The PC Crew has the right, at their discretion, to refuse the supply of goods and services.

The PC Crew reserves the right to change their terms and conditions at any time without prior notice.