

COMPUTER CORNER, INC. SERVICE GUIDE FOR COMPUTER SALES AND SERVICE

SALES RETURNS. If you want to return or exchange your purchase, please know that the time period begins the day you receive your product(s) and applies to new, clearance, open box, refurbished and pre-owned products. Unless noted otherwise below, most un-opened and un-damaged products may be returned within seven (7) days for full credit. Most products may be returned within fifteen (15) days for partial credit, after a 25% restocking fee, and within thirty (30) days for exchange for a similar product if the original product is defective. Bring your receipt, the credit card used to make your purchase, and a valid photo ID to facilitate your available return option. The following additional terms apply to returns:

- a. **Computer Systems.** Computer systems that are not custom builds may be returned with fifteen (15) days for partial credit, net of a 25% restocking fee, to cover the cost of reformatting the hard drive and preparing the product for re-sale as a used item to another customer.
- b. **Special Orders or Custom Orders are Final.** Special order parts are final. Custom orders made especially for you are nonreturnable.
- c. **Software License Sales are Final.** All software license sales are final, due to strictly imposed copyright laws.
- d. **Bundle Discounts and Free Items.** If you received a discount or free item by purchasing multiple items together, you may lose some or all that benefit if part of the bundle is returned.

WARRANTY. If a defect is discovered and reported to Computer Corner, Inc. during the applicable warranty period, Computer Corner, Inc. will, AT ITS OPTION, repair or replace the product at no charge to you. If the service performed is deemed to be unrelated to any defects in parts or workmanship, both travel time and service time will be billed to the customer at the current service rate. The warranty applies only to hardware and peripheral products. Software, printers, and manuals are licensed and/or warranted pursuant to separate written statements by the manufacturer/publisher.

- a. **Equus System Warranty.** All new Equus computer systems and components are warranted against defects in materials and workmanship for a period of one (1) year or three (3) years from the date of the original invoice, as noted on the invoice. Extended warranties are available for purchase and extend the covered warranty period from the original invoice date.
- b. **Computer Corner Reconditioned ("CCR") System and Product Warranty.** All reconditioned or refurbished systems sold by Computer Corner are warranted against defects in materials and workmanship from the date of the original invoice as follows: desktops for six (6) months; laptops, including battery, for ninety (90) days. Extended warranties are available for purchase and extend the covered warranty period from the original invoice date. Unless otherwise stated on the invoice, all used inventory is covered by a limited warranty against parts and labor defects for period of ninety (90) days from the date of the original invoice.
- c. **Original Equipment Manufacturer ("OEM") System Warranty.** All new OEM systems are covered by the terms and conditions of the warranty provided by the manufacturer, including any extended warranties sold by Computer Corner.
- d. **Repair and Service Warranty.** All labor, new parts, and used or reconditioned parts are warranted for ninety (90) days from the service date. This warranty applies only to the original purchaser named on the invoice and is not transferable. The warranty begins on the date of the original invoice date, regardless of any repairs or replacement by Computer Corner during the warranty period.
- e. **Obtaining Warranty Service.** Before bringing any product to Computer Corner, Inc., first call the Service Department at (505) 881-2333. We may be able to fix the problem over the phone or via remote service. **All warranties require the product to be brought back to the store for warranty service if phone or remote service is unsuccessful.**

WARRANTY EXCLUSIONS. The warranty stated herein is void if the product has been modified without the WRITTEN permission of Computer Corner, Inc. or if any serial number has been removed/altered and/or the warranty seal is broken. Product failures resulting from misuse of product, electrical surges, lightning or other "Acts of God" are not product defects, and the repair or replacement of products under these circumstances is not covered by warranty. Computer Corner, Inc. is not responsible for repairing or replacing system files or other software files on a system on which illegal or "pirated" software has been installed. Computer Corner, Inc. shall have no obligation to enhance or update ANY UNIT once the unit is built and prepped for delivery. Service performed, including travel time, that is not covered by warranty will be billed to you at the current service rate.

- a. **Data Integrity.** When reloading the Operating System on your computer, Computer Corner will back up the data we reasonably can from your computer and return this data to a folder labeled "OLD HARD DRIVE", located on the desktop, or on external media, as requested by the customer. Computer Corner may not be able to backup all your data, and, in some situations such as a failed hard drive, data backup may not be possible. COMPUTER CORNER IS NOT RESPONSIBLE FOR YOUR DATA. Please see our Services Guide, located at <http://www.compcorner.com/legal>, for more information.
- b. **Data Backup.** Computer Corner, Inc. is not responsible for damage as a result of accidents, misuse, or abuse of equipment. Computer Corner, Inc. is not responsible for lost data or files. Data backup should be performed by all computer users on a regular basis.
- c. **Virus and Malware Removal.** After we have removed viruses and/or malware, the utmost care should be taken to prevent reinfection. We strongly recommend the installation of a reputable anti-malware software program. We are happy to install our recommended program with purchase at time of malware service. Reinfection virus removal service is not covered under warranty. Reinfection typically results from the user performing an action such as opening an infected e-mail or attachment or downloading a file that is infected. Please do not operate your computer system without anti-virus protection, open e-mails from unknown sources, or download files without first scanning them with your anti-virus software.

ABANDONED PROPERTY. All articles left for computer service or repair that are not retrieved within thirty (30) days from service date, will be subject to a daily storage fee of \$1.50 per day. After three (3) months from service date, abandoned articles will be disposed of according to Computer Corner's discretion, pursuant to Sections 48-3-22 through 48-3-27 NMSA 1978.

For a complete list of warranty exclusions and additional conditions, please find our full Master Service Agreement and related Service Guide on our website at <http://www.compcorner.com/legal>. A printed version is available upon request.