

# CompWright Enterprises Limited Warranties and Return Policy

CompWright Enterprises-branded hardware products purchased by end-users in the U.S. come with a 1-year, 2-year, or 3-year limited warranty. To determine which warranty you purchased, please see your packing slip or invoice. The following sections detail the terms of the CompWright Enterprises Limited Warranty and Return Policy for the United States and some special considerations for International Orders.

## How do I activate this limited warranty?

Unless you purchased direct from CompWright Enterprises or a reseller activated your end-warranty for you at time of purchase, your end-user warranty must be activated before we will honor its terms. To activate your warranty, you must completely and legibly fill out and mail us the warranty card(s) that came the CompWright Enterprises-branded product(s) that you purchased. Warranty cards must be postmarked within thirty days of purchase.

If you did not get a 2- or 3-year extended warranty with your purchase, you may obtain one at any time within ninety (90) days of the date on your packing slip or invoice.

## What is covered by this limited warranty?

CompWright Enterprises warrants to the original purchaser that any CompWright Enterprises branded hardware will be free of defects in workmanship and materials for the applicable limited warranty period set forth in your packing slip or invoice, which is measured from the date of your packing slip or invoice.

## What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software as well as any third party software
- Non-CompWright branded hardware products and accessories (e.g. monitors, speakers, printers, portable devices, etc.)
- Damage from external causes that are beyond CompWright Enterprises' control, including for example, problems with electrical power, impacts, fluids, fire, flood, wind, earthquake, lightning or similar disaster, war, strike, lockout, epidemic, destruction of production facilities, riot, insurrection, or material unavailability
- Problems that result from:
  - Servicing not authorized by CompWright Enterprises
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by CompWright Enterprises
- Products with missing serial numbers or with missing, altered, or broken labels, seals, or decals
- Products purchased for resale by dealerships of CompWright Enterprises which have been opened, modified, or serviced without prior written authorization by CompWright Enterprises
- Products for which CompWright Enterprises has not received payment

If we determine that the problem with the product is not covered by the limited product warranty, we will inform you of alternative solutions that may be available to you on a fee-for-service basis.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). COMPWRIGHT ENTERPRISES' RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED.

MOREOVER, COMPWRIGHT ENTERPRISES' AND YOUR MAXIMUM LIABILITY TO THE OTHER IS LIMITED TO THE PURCHASE PRICE YOU PAID FOR PRODUCTS OR SERVICES PLUS INTEREST AS ALLOWED UNDER THE APPLICABLE LAW. NEITHER YOU NOR COMPWRIGHT ENTERPRISES WILL BE LIABLE TO THE OTHER FOR PROPERTY DAMAGE, PERSONAL INJURY, LOSS OF USE, INTERRUPTION OF BUSINESS, "DOWN TIME", PURCHASER'S TIME, LOSS OF USE OF RELATED EQUIPMENT, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR SPECIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), ABSOLUTE OR STRICT LIABILITY OR OTHERWISE, OTHER THAN THOSE DAMAGES THAT ARE INCAPABLE OF LIMITATION, EXCLUSION OR RESTRICTION UNDER THE APPLICABLE LAW.

SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

### **How long does this limited warranty last?**

This limited warranty lasts for the time period indicated on your packing slip or invoice, either 1-, 2-, or 3-years. If you did not purchase an extended 2- or 3-year warranty, you may contact CompWright Enterprises within 90 days of your invoice date to purchase an extended warranty, if desired.

The limited warranty on all CompWright Enterprises-branded products begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. CompWright Enterprises may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

### **What do I do if I need warranty service?**

Individual consumers may reach a technical support agent by e-mail at [support@compwright.com](mailto:support@compwright.com) or by phone at **864-287-9693**. Please have your CompWright Enterprises model number and serial number ready.

### **How will CompWright Enterprises fix a defective, warranted product?**

We will first attempt to diagnose and resolve the problem over the telephone. If we determine that the problem is with a defective component covered by your warranty, then we will, at our option, either: (a) have you send your product to our repair facilities for repair or replacement; (b) send you a component part to replace the defective component.

If our technical support agents determine that your product must be returned to our facilities for repair or replacement, we will issue you a Return Material Authorization Number. We will then send you a shipping label for shipping your product, at our expense, to our facilities. You must, however, return the product to us in its original or equivalent packaging. We will, at our expense, return the repaired or replacement product to you. We will pay shipping expenses both ways only if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, you are responsible for shipping the product to our facility and we will ship the product back to you freight collect.

If our technical support agents determines that a system component(s) should be replaced, we will then send the replacement part(s) to you and request that you send us back the defective component(s). We will require a valid credit card number at the time you request a replacement part under this option, but will not charge you for the replacement part as long as you return the original part to us within five (5) days after you receive the replacement part. If we do not receive the original part within five (5) days from the date you received the replacement part, we will charge to your credit card the then-current standard price for that part.

**IMPORTANT NOTE: Before you ship the product to us or before you replace a part, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as**

**floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.**

## **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to CompWright Enterprises, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for fourteen days or the remainder of the applicable limited warranty period, whichever is longer. CompWright Enterprises owns all parts removed from repaired products.

## **May I transfer the limited warranty?**

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. You may record your transfer by contacting customer service at **864-287-9693** or **info@compwright.com**.

## **CompWright Enterprises Return Policy**

CompWright Enterprises values our relationship with you and offers a Money-Back Guarantee return policy for most products that you purchase directly from CompWright Enterprises. Under this policy, if for any reason you are unsatisfied with your purchase, you may return it within fifteen (15) days from the date on the packing slip or invoice for a full credit or a refund of the purchase price paid, less shipping and handling. **Unless the product is returned in as-new, resalable condition and in its original packaging along with all media, documentation, accessories, and all other items included in the original shipment, a restocking fee of 15% will be charged.**

### **Exceptions to CompWright Enterprises' return policy:**

- Application software or an operating system that has been pre-installed by CompWright Enterprises may not be returned. Software not pre-installed by CompWright Enterprises may not be returned if it has been opened.
- Non-CompWright Enterprises branded products, software and/or software licenses purchased under any type of purchase agreement or any non-CompWright Enterprises customized hardware and/or software product(s) may not be returned at any time.

### **Restocking Fees:**

**How to Return:** To return products, you must contact CompWright Enterprises Customer Service at **info@compwright.com** or **864-287-9693** within the return policy period to receive a Return Merchandise Authorization (RMA) number. You must obtain an RMA number in order to return the product.

You must ship the products to CompWright Enterprises within five (5) days of the date that CompWright Enterprises issues the RMA number. You must:

- Ship back **all** the products you are seeking to return to CompWright Enterprises. At CompWright Enterprises' discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing and any unadvertised discounts or concessions.
- Return the products in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment. Failure to do so will incur restocking fees.
- Ship the product(s) at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of the complete returned purchase, CompWright Enterprises will issue a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

**Note: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or**

**personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.**

## **International Orders**

Duties and applicable taxes are not calculated or charged by CompWright Enterprises. International customers are solely responsible for any shipping costs, as well as duties and/or taxes that may be incurred from the international transit of any part or system for repair.

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