



## Limited Warranty Policy

Eco-Tech (ET) is dedicated to supplying reliable, durable and low cost refurbished computers. Our team takes great pride in our products and reputation and is dedicated to our customer's complete satisfaction. We stand behind every refurbished PC we sell with a **180 day** limited warranty. Our entire team looks forward to earning your business. Every refurbished Desktop/Laptop has been thoroughly evaluated and tested. This includes an extensive functional test to ensure systems meet factory specifications and a thorough cleaning and wipe down. Refurbished systems may have some minor cosmetic imperfections, but they will not affect the performance of the system.

**What is covered by this limited warranty?** This limited warranty covers defects in materials and workmanship in the hardware products sold by Eco-Tech on a part-by-part basis.

**What is not covered by this limited warranty?** This limited warranty does not cover:

- Software, including the operating system (if any), trial software (if any) and pre-loaded software (if any)

### Problems that result from:

- Upgrading the Operating System installed with the purchased computer to [Microsoft Windows 10](#) or other OS; not applicable on machines pre-loaded with Windows 10
- External causes such as accident, abuse, misuse, or problems with electrical power
- Servicing not authorized by Eco-Tech
- Usage that is not in accordance with product instructions
- Failure to follow the product instructions or failure to perform preventive maintenance
- Problems caused by using accessories, parts, or components not supplied by Eco-Tech
- Products with missing or altered Service Tags or serial numbers
- Products for which Eco-Tech has not received payment or are being disputed

- Products damaged by misuse, abuse, riot, vandalism, theft, fire, flood, wind, lightning, freezing, power failure, power reduction, telephone failure or acts of God
- Cost of installation, removal or reinstallation of this product or any component of the product
- Expendable items such as batteries, toner cartridges, projector bulbs and other operating supplies
- Purely cosmetic scratches, dents or other similar damages

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE (OR JURISDICTION TO JURISDICTION). ECO-TECH'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED 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 SET FORTH HEREIN. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE

**How long does this limited warranty last?** This limited warranty lasts for 180 days and begins on the date of purchase indicated on your invoice. The warranty period is not extended if we replace a warranted product or any part(s). Eco-Tech may change the availability of limited warranties, at its discretion, but any changes will not be retroactive. After this 180 day period, ECO-TECH DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

**What do I do if I need warranty service?** Before the limited warranty expires, please call us at **519-886-6801** during business hours. Please have your order number available when you call. This can be found on your invoice.

**What will Eco-Tech do?** If you call us with a technical issue at any time during the 180 day warranty period, we will first determine if the problem is covered under the limited warranty. If not, we will notify you of this determination. If the problem is covered under this limited warranty, we will attempt to diagnose and fix the problem over the phone. If a replacement part is necessary to fix the problem, a refurbished replacement part will be provided & installed at no cost.

**During the first 7 days of ownership:** In addition to the parts replacement process described above, you may also return the product for a refund (**Minus a 25 % restock fee**) during the first **7 days** from the invoice date. To be eligible for return, the Product(s) must be in the same condition as when received by the Customer and all of the manuals, diskettes, power cords, software and other items included with the Product(s) must also be returned. You must return the entire system to us in its original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment.