



## **Terms and Conditions of Sale**

### **PC TOWER WARRANTY:**

All **new** Computer Towers supplied by PC Clinic, come with a 12 month **return to base\*** warranty, and are supplied with a certificate of authenticity – COA label on the side of the case. New laptops are supplied to us by our vendors, and carry a 12 month Manufacturer's Warranty, requiring the consumer to liaise with the manufacturer directly in the event of any hardware fault. Our refurbished machines, come with a 30-day, return to base repair/exchange warranty, unless otherwise specified. **We are not responsible for any third party repairs to any system supplied by PC Clinic. Whether it be another repair centre, manufacturer, or attempted repair by owner – in such cases, any remaining warranty would be void.**

\*This means that if your PC Tower malfunctions within the 12 month period from you purchasing it, then simply return it to us by post (which is payable by you), or deliver it to our shop and we will repair it free of charge if it is a hardware related issue – a physical malfunction of a component within the machine.

### **SOFTWARE:**

As there is an abundance of differing software packages out in the market place, giving a minefield of problems arising from their use. Whilst we appreciate that this is frustrating, we cannot be held responsible for any software, or software related issues that may arise with your pc. This includes - *viruses, malware/spyware, software compatibility issues or installation/un-installation issues.*

We cannot be held responsible for your choice of software and software combinations, their use, updates or any issues that arise from these. If we supply your software, and you install it yourself, then any issues that arise should be taken up with the software developer. In such cases, upon request we can look at these issues for you, but this service will incur a fee. Please bear in mind that we are only resellers of software, and we do not control the fundamental functioning or development of the software. If we install the software for you within our charges (or included with the sale a new pc), we check that the software has installed correctly and will run as per end user guidelines. Our liability ends at this point. Upon a serious issue will endeavour to contact the software developers for you on your behalf. This service is limited to a *reasonable* amount of time per issue for reasons of time and remuneration.

### **NATURAL CAUSES:**

We will not cover or provide warranty against any machine either repaired or new in the case of natural phenomena such as; lightning, electrical surges, flood or water damage, excessive heat or cold storage of machines, unnaturally damp operating conditions, or foreign material/debris (you may find excessive dust in a factory or manufacturing environment), and other natural disasters.

### **ADDITIONAL INFO:**

Selected item's available for purchase in-store are governed by strict Manufacturer only warranties. This means that if the item in question falls outside of a 28 day period from time of sale, then the item would need to be handled by the returns team for that manufacturer. Whilst we can assist you with this process, any costs incurred are payable by you the customer. Items included in this category are; monitors, laptops, tablets & printers. All other hardware and peripheral items are covered by a 12 month warranty unless otherwise stated - these are exchangeable in store as long as there is no sign of damage and proven to be faulty.

### **CHANGE OF MIND / RETURNS POLICY:**

Items that are returned or exchanged for different items are subject to a restocking fee within the 14 days from the date of sale. Items must be returned with a receipt. No returns or refunds available on consumable items, printer cartridges, services or any other items returned incomplete or without all original packaging – unless found to be faulty.

**Our warranties are not insurance backed in any way, and your consumer statutory rights remain – all goods must be in satisfactory quality, fit for purpose, and as described as per the *Consumer Rights Act 2015*. For further information regarding the procedure for complaints, please see our *Provision of Services Regulations Information document*.**

*last revised April 2016, PC Clinic Technologies Limited.*

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