

## SALES & WARRANTY POLICY

Altea Moraira Computers, S.L. Sales & Warranty obligations are limited to the terms set forth below:

**Terms of Sales:** All sales are final with exchange given only for identical product. If identical product is not available an exchange for similar product or store credit will be given. Tower Systems/ Laptops are built to order and can not be exchanged or returned. Computer Systems are built according to customer request and specifications, therefore can not be returned for credit or refund.

**Pricing, Specifications & Availability:** Prices, specification and availability of products are subject to change without prior notice (This is in relation to our store and website). Due to the constant change of the computer industry, product descriptions may not reflect the most recent manufacturer technical information. Any typographical, photographic or specification error in product description, pricing, or offers is subject to correction. Such changes are intended to cope with, but not limited to, corrections of errors, changing market conditions, discontinuation and/or unavailability of products. Altea Moraira Computers, S.L. reserves the right to limit and prohibit any sale at its discretion.

Due to the volatility in pricing for computer products, we do not match competitor's pricing and we will not offer price protection beyond the 24 hours of purchase.

**Product Descriptions:** Altea Moraira Computers, S.L. attempts to be as accurate as possible. However, we can NOT guarantee that product descriptions or other content of our site is accurate, complete, reliable, current, or error-free.

**Tower/ Laptop:** Order Processing Time: System orders require up to 5 business days for the assembly, installation & testing.

**Notice:** NO software is installed on purchase of Tower/ Laptop unless original operating system is purchased and paid for on the invoice. It is the responsibility of the computer's owner to make sure that all software on his/her computer system is registered and licensed, and Altea Moraira Computers, S.L. will not take any responsibility for illegal licenses or cracked software.

**In- Store Warranty for Towers:** TOWER supplied from Altea Moraira Computers, S.L. includes a **TWO YEARS** parts and labour warranty. The warranty starts from the date of the invoice. An administrative fee will be charged for locating and replacing lost invoice with the new copy. The warranty is extended solely to the original purchaser and it is non-transferable. All TOWER repairs will be done in our store location. Customers are responsible for bringing the tower to our site and taking it off the site after the service has been done. The return to base warranty requires the return of the computer system and software provided by Altea Moraira Computers, S.L. This warranty only covers hardware failures due to defects in materials or workmanship which occurs during normal use. Warranty DOES NOT include training in the usage of software or hardware. This warranty DOES NOT cover damage which occurs in shipment. This warranty DOES NOT cover software related problems of any type or nature. This warranty DOES NOT cover virus related problems, power supply failure or power surge. This warranty DOES NOT cover problems related to, or caused by, the installation of any hardware item(s) or software (including Windows Updates) after the date of the original purchase. This warranty DOES NOT cover problems related to accident, spilled liquids, insect infestations, air conditioning or humidity, dust, electrical, or electromagnetic stress, misuse, abuse, neglect, mishandling, misapplication, alteration, modification or commercial use of any item(s), or service by any other than an authorized Altea Moraira Computers, S.L. Technician.

Any modification of the initial hardware configuration without the written approval or consent from Altea Moraira Computers, S.L. will void this warranty. Altea Moraira Computers, S.L. reserves the right to replace defective parts with equivalent parts, new or re-conditioned, as we deem necessary. Altea Moraira Computers, S.L. will repair or replace free of charge each computer system under warranty, according to the specifications listed on the customer's original invoice. Altea Moraira Computers, S.L. will, at its sole discretion, decide whether an item under warranty will be repaired or replaced.

**Towers** are supplied with a box of manuals and drivers of its components which we will require during the warranty period.

**Manufacturers' Warranty for Laptops: ONE YEAR** on Hardware. Battery and Charger are SIX MONTHS warranty. The warranty starts from the date of the invoice. An administrative fee will be charged for locating and replacing lost invoice with the new copy. The warranty is extended solely to the original purchaser and it is non-transferable. All laptop repair will be done at manufacturer location and it may take a minimum of 30 labour days. Customers are responsible for bringing the laptop to our site and taking it off the site after the service has been done. The return to base warranty requires the return of the laptop and software provided by Altea Moraira Computers, S.L. This warranty only covers hardware failures due to defects in materials or workmanship which occurs during normal use. Warranty DOES NOT include training in the usage of software or hardware. This warranty DOES NOT cover damage which occurs in shipment. This warranty DOES NOT cover software related problems of any type or nature. This warranty DOES NOT cover virus related problems, power supply failure or power surge. This warranty DOES NOT cover problems related to, or caused by, the installation of any hardware item(s) or software (including Windows Updates) after the date of the original purchase. This warranty DOES NOT cover problems related to accident, spilled liquids, insect infestations, air conditioning or humidity, dust, electrical, or electromagnetic stress, misuse, abuse, neglect, mishandling, misapplication, alteration, modification or commercial use of any item(s), or service by any other than an authorized Altea Moraira Computers, S.L. Technician. Internet related problem, software, transport or any delivery service is excluded of warranty. The manufacturer will always determine its conditions of Sale & Warranty. Terms and Conditions of Sales & Warranty are subject to change at any time without notice. Manufacturer will provide direct assistance to their products. Check manufacturer Warranty specifications for more details.

**For returning any item purchased at Altea Moraira Computers,** please follow these guidelines:

- Pack the item, computer or laptop securely
- Bring proof of sale (Invoice/ Ticket). If you do not have Invoice/ Ticket we will not be able to issue your warranty
- Include a note with your name, address and phone number
- Include a list of NON Altea Moraira Computers, S.L. components
- Reasons for return: Include a detailed description of the problem
- Include all disks (operating system, drivers and manuals)
- Altea Moraira Computers, S.L. does NOT provide warranty on any software package
- Altea Moraira Computers, S.L. is NOT responsible for any loss of data.
- Any repair under warranty may take a minimum of 5 to 30 labour days, depending on the product.

Due to the vast amount of components available in today's market Altea Moraira Computers, S.L. can not warranty compatibility between individual items. Any component returned because of incompatibility will be subject to a handling fee which is € 35,- incl. IVA.

Altea Moraira Computers, S.L. is not responsible for lost or damaged data that may be stored on any item(s) or on any equipment to which they may have been connected. We highly recommend the daily backup of important files.

**Non-returnable and non-refundable items:** All consumables, including but not limited to recordable media, digital memory, tapes, batteries, paper, chemicals, cleaners, cartridges, toners, CD/DVDs, software, power supplies, charges, etc.

Products that have been opened and are not defective cannot be returned.

Internet related problems, labour fee, insurance fee, transport or any delivery service are non-refundable.

Credit Card payments are NOT refundable.

**Returns to Manufacturer:** Returns of certain products need to be made directly through the manufacturer as dictated to us by the manufacturer. Laptops of any brand, peripherals such printers, multifunctions, speakers, Monitors of any type, UPS, etc

**Peripherals Warranty:** Printers, scanners, multifunction, faxes, copiers, CRT monitors, TFT monitors, digital cameras, web cams, sound cards, speakers, USB IP telephones or any other peripherals are covered by the manufacturer's warranty directly for a period of **one year**.

Items under warranty should have its original packing. The manufacturer reserves the right to decline any return where the product is not in "like-new" condition. "Like-new" means the complete product in the original packaging, manuals, software, cables and accessories.

**No Problem Found:** Systems returned for repair which are still under warranty will be fully tested for hardware failures. In the event that the component/system does not fail, it will be classified as NO PROBLEM FOUND (NPF). The purchaser/ end-user will be notified of the findings and a fee of € 35,- could be charged. This fee is to cover the COST of handling and testing the component/system.

**Warranty Void:** The unit must be returned intact, unauthorized opening of a unit or manipulation resulting in a change to hardware configuration will invalidate the warranty. We recommend in first case to always contact your store in Altea.

The downloading of files from the Internet resulting in damage to hardware and/or software will void all warranty.

#### **OTHER TERMS AND CONDITIONS**

Altea Moraira Computers, S.L. is NOT responsible for typographical errors.

Altea Moraira Computers, S.L. does NOT inspect any item prior to selling, we recommend to check all items before leaving the store.

Altea Moraira Computers, S.L. is not responsible for costs associated with the transport of goods to or from our store.

Altea Moraira Computers, S.L. reserves the right to refuse or cancel any order placed for a product listed at the incorrect price.

Altea Moraira Computers, S.L. is NOT responsible for loss of personal data or items left in returned merchandise.

Altea Moraira Computers, S.L. is NOT responsible of back up client's data.

Altea Moraira Computers, S.L. reserves the right to change the terms and conditions of sale and warranty at any time.

Altea Moraira Computers, S.L. is NOT responsible for lost or damaged data that may be stored on any item(s) or on any equipment to which they may have been connected. We highly recommend the daily backup of important files.

Altea Moraira Computers, S.L. reserves the right to refuse service at any time.

#### **Components and Systems that are out of Warranty**

In the event the component and/or system is no longer in warranty, the component and/or system will be evaluated for the best possible repair cost. The customer will receive a quote for their review and approval to proceed.

#### **Extended Warranty for Tower ONLY**

At your option you can add an additional "1 year" of warranty on hardware (see prices for every offer). This extension can only be applied the same day when the customer purchases the computer tower.

Please inspect your purchase carefully the same moment you buy. We DO NOT accept claims for damaged / missing items.

By placing your order we are aware that you have read and accepted this policy.

Altea Moraira Computers, S.L. may revise these terms and conditions at any time.



*Thanks for buying at ALTEA MORAIRA COMPUTERS, S.L.*