

SERVICE FIRST COMPUTERS System Warranty policy 07.15.02

Our complete computer systems assembled and / or resold by SERVICE FIRST COMPUTERS include a one-year parts and labor carry-in warranty. "Complete computer system" means a case, power supply, motherboard, CPU, RAM, video card, sound card, cables, fans, modem, monitor, floppy drive, hard drive, cdrom, mouse, and keyboard, or other item or device, such as a printer or scanning device, purchased at one time on a single invoice and intended to work together as a set. Any hardware (including, but not limited to RAM) or peripheral (including, but not limited to Printer) attached to the system that was not original equipment or Operating System other than what was original on the system will void the warranty, unless such device or hardware was attached by SERVICE FIRST COMPUTERS. Any system submitted for in-warranty repair with technical problems not caused by hardware will be charged the standard hourly service rate for time and materials, and a travel/trip charge if applicable.

All warranties are for the hardware only and do not include shipping costs, loss of data, or the reinstallation of programs or data (which if required will be billed at our standard hourly rates). Some components (such as hard drives and monitors) may include a longer manufacturers warranty. Should you desire on-site service with this carry-in warranty, a travel/trip charge may be assessed.

Should you desire help with software, device, peripheral or the operating system you will be charged the standard hourly rate and travel / trip charges. This is NOT covered under the warranty.

Any person or persons performing any work, change, support or other service, whether to the hardware or software of the system and not sanctioned, certified, licensed, or otherwise determined at the sole discretion of SERVICE FIRST COMPUTERS to be permitted to perform such actions, will void this warranty.

Some items or circumstances not covered by a SERVICE FIRST COMPUTERS warranty include but are not limited to:

- Consumable items such as diskettes and tape backup cartridges
- Equipment subjected to misuse or negligence
- Damage due to power surges or acts of nature - as determined by SERVICE FIRST COMPUTERS
- Upgrades or peripheral items not purchased from us and installed in or connected to your system
- "Burn-in" of images on monitor screens, or related problems due to prolonged usage of the same screen images
- Software, software failures, software malfunctions, software "bugs", loss of data, loss of programs
- Operating system (OS), OS failures, OS malfunctions, OS "bugs", loss of data, loss of programs
- Failure to properly surge protect the system with a surge protection device in working order & on a properly grounded line, determined at the sole discretion of SERVICE FIRST COMPUTERS

To qualify for warranty service, all invoices, documentation, manuals and other related information acquired at the time of purchase must be available at the time of service. All original serial numbers and warranty stickers must be on the products or no warranty service will be given. Breaking of warranty seals may void all warranties at the sole discretion of SERVICE

FIRST COMPUTERS. "Parts orders", referring to any purchase other than a complete computer system only carries a warranty provided by the manufacturer of the product. Accounts not in good standing can be subject to forfeiture and voiding of warranty.

During the first thirty-day period, we will attempt to exchange the defective part from our stock. After thirty days, the defective part may be sent to the original manufacturer or supplier for repair, costs for which will be paid by customer. If the part is a component of a "complete computer system" built by SERVICE FIRST COMPUTERS and within the warranty provided with those systems, SERVICE FIRST COMPUTERS will pay the costs of repairing or replacing (at SERVICE FIRST COMPUTER'S sole option) the defective hardware item with a similar new or used component of comparable function. After 30 days SERVICE FIRST COMPUTERS covers all warranties on individual products in so far as the manufacturers and distributors cover them with us. Customer is responsible for insuring they have multiple good, working backups of all programs and data.

All warranties on hardware/software products are provided by our suppliers, NOT SERVICE FIRST COMPUTERS.

SERVICE FIRST COMPUTERS SHALL NOT BE LIABLE TO YOU FOR LOSS OF PROFITS, LOST SAVINGS, SPECIAL, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES ARISING FROM BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, OR OTHER LEGAL THEORY EVEN IF SERVICE FIRST COMPUTERS OR ITS AGENT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANOTHER PARTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THE WARRANTY SET FORTH ABOVE IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES, WHETHER ORAL OR WRITTEN. THE AGENTS, EMPLOYEES, DISTRIBUTORS, AND DEALERS OF SERVICE FIRST COMPUTERS ARE NOT AUTHORIZED TO MAKE MODIFICATIONS TO THIS WARRANTY, OR ADDITIONAL WARRANTIES BINDING ON SERVICE FIRST COMPUTERS. ACCORDINGLY, ADDITIONAL STATEMENTS SUCH AS DEALER ADVERTISING OR PRESENTATIONS, WHETHER ORAL OR WRITTEN, DO NOT CONSTITUTE WARRANTIES BY SERVICE FIRST COMPUTERS AND SHOULD NOT BE RELIED UPON. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.