

SALES & WARRANTY POLICY

Altea Moraira Computers, S.L. (our company) 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 we will exchange it for a similar or higher.

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 or price 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. Our company 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 24 hours.

Product Descriptions: Our company 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. This also applies to information provided by email, phone or in-store.

New Desktop Computer: Order Processing Time: System orders require up to 5 business days for the assembly, installation & testing. New Desktop Computers are built to order and can not be exchanged or returned. Desktop computer includes a **TWO YEARS** parts and labour warranty in-store. Desktop Computers are supplied with a box of manuals and drivers of its components which we will require during the warranty period.

Refurbished Desktop Computers and Laptops (2nd Hand): available for sale, stock limited, every system is unique. Our 2nd hand systems are fully tested prior sale, and they are Windows Licensed. Warranty on 2nd hand Desktop and Laptop is **ONE YEAR** on hardware. During warranty period if identical product is not available we will exchange it for a similar, in the case of 2nd hand systems some components might be hard to find. If identical product is not available our company might issue a Store Credit.

Manufacturers' Warranty for New Laptops: ONE or TWO YEARS on Hardware depending on manufacturer and depending on the Model. Battery, Charger and Laptop Case are SIX MONTHS warranty. All laptop repair will be done at manufacturer location and it may take a minimum of 30 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, power charger, battery and software provided by our company. 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 at their location. Check manufacturer Warranty specifications for more details.

Applies to ALL SYSTEMS (new Desktop, new Laptop, refurbished Desktop and refurbished Laptop):

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 system repairs will be done at our store location. Customers are responsible for bringing the system 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 our company. 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 our company 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. Our company will repair or replace free of charge each 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. Any component replaced under warranty will remain in property of Altea Moraira Computers, S.L. or by the Manufacturer.

For returning any item purchased at our company, please follow these guidelines:

Show 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, email address and phone number

Make 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)

our company does NOT provide warranty on any software package

our company is NOT responsible for any loss of data.

Any repair under warranty may take a minimum of 5 to 30 days, depending on the product.

Notice: NO software is installed on Desktop/ Laptop unless it 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 our company will not take any responsibility for illegal licenses or cracked software.

Due to the vast amount of components available in today's market our company 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, batteries, paper, chemicals, cleaners, cartridges, toners, CD/DVDs, software, etc.

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

Internet related problems, labour fee, insurance fee, transport or any delivery fee 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. New Laptops of any brand, peripherals such printers, multifunctions, speakers, Monitors, UPS, etc

Peripherals Warranty: Printers, multifunction or similar items 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: Unauthorized opening or manipulation of our systems resulting in a change to hardware configuration will invalidate the warranty. We recommend in first case to always contact us.

The downloading of files from the Internet resulting in damage of software will void all warranty.

OTHER TERMS AND CONDITIONS:

our company :

is NOT responsible for typographical errors.

does NOT inspect any item prior to selling, we recommend to check all items before leaving the store.

is not responsible for costs associated with the transport of goods to or from our store.

reserves the right to refuse or cancel any order placed for a product listed at the incorrect price.

is NOT responsible for loss of personal data or items left in returned merchandise.

is NOT responsible of back up client's data.

reserves the right to change the terms and conditions of sale and warranty at any time.

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.

Our Company reserves the right to refuse service at any time.

Components and Systems that are out of Warranty

In the event a component and/or system is no longer in warranty, a 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.

By placing an order from us we are aware that customer has read and accepted this policy.

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