

Warranty



Limited Warranty

Novateck Computers

The limited warranty on your Novateck Computers covers parts and labor against defects in material or workmanship for a period of twelve months from the original date of purchase. Novateck warrants this computer hardware product against defects in material or workmanship as follows:

Labor: For a period of twelve months from the original date of purchase from Novateck, Novateck will repair defects in the product at no charge. After the applicable period you must pay for all labor charges.

Parts: For a period of twelve months from the original date of purchase from Novateck, Novateck will supply, at no charge, new or rebuilt, at Novateck's option, replacement parts in exchange for defective parts. All defective parts replace under this Limited Warranty will become the property of Novateck Computers.

This Limited Warranty covers only the hardware components packaged with the hardware product. It does not cover technical assistance for hardware or software usage and it does not cover any software products whether or not contained in the product; any such software is provided "AS IS" unless expressly provided for in any enclosed software limited warranty. Please refer to the End User License Agreements included with the product for your obligations with respect to the software. This Limited Warranty is non-transferable. Proof of purchase in the form of a bill of sale (which is evidence that the product is within warranty period) must be presented to obtain warranty service.

Furthermore, if replacement parts are required and you wish to receive the most expedient service available, you will be required to provide Novateck Computers with a credit card authorization to bill your credit card in the event you fail to return the original parts in the postage-paid envelope we provide. The credit card will only be charged for Novateck Computers' list price for the part if the part has not been returned within 30 days. If you are entitled to 90-day limited express service, then in respect of certain components, you may be entitled to express warranty service during the warranty period, subject to certain restrictions. With respect to all service provided, it is your responsibility to backup the contents of your hard drive, including any data you have stored or software you have installed on the hard drive. It is likely that the contents of your hard drive will be lost or reformatted in the course of service and Novateck Computers will not be responsible for any damage to or loss of any programs, data or other information stored on any media or any part of any product serviced hereunder.

IF DURING THE REPAIR OF THE PRODUCT THE CONTENTS OF THE HARD DRIVE ARE ALTERED, DELETED, OR IN ANY WAY MODIFIED, NOVATECK COMPUTERS IS NOT RESPONSIBLE WHATSOEVER. YOUR PRODUCT WILL BE RETURNED TO YOU CONFIGURED AS ORIGINALLY PURCHASED (SUBJECT TO AVAILABILITY OF SOFTWARE).

Before submitted to Novateck Computers for repairs, be sure to remove all third party hardware, software, features, parts, options, alterations, and attachments not warranted by Novateck Computers prior to sending the products to Novateck Computers for service. Novateck Computers is not liable for any loss or damage to these items. This Limited Warranty does not cover any consumable items (such as batteries) supplied with this product, cosmetic damages, damage or loss to any software programs, data, or removable storage media; or damage due to 1) acts of God, accident, misuse, abuse, negligence, commercial use or modifications of this product; 2) improper operation or maintenance of this product; 3) connection to improper voltage supply; or 4) attempted repair by any party other than a Novateck Computers authorized personal computer service facility. This Limited Warranty does not apply when the malfunction results from the use of this product in conjunction with accessories, products or ancillary or peripheral equipment, or where it is determined by Novateck Computers that there is no fault with this product itself. This Limited Warranty is valid only in the United States of America. This Limited Warranty is invalid if the factory applied serial number has been altered or removed from the product. See specifications provided with the product for information on the type of service to which you are entitled. Repair or replacement of defective parts or hardware as provided under this Limited Warranty is the exclusive remedy of the consumer.

Novateck Networks shall not be liable for any incidental or consequential damages for breach of any express or implied warranty, breach of contract, negligence, strict liability or any other legal theory related to this product. Such damages include, but are not limited to, loss of profits, loss of revenue, loss of data, loss of use of the product or any associated equipment, down time and buyers' time. Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration to the duration of this warranty.

This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state. Although technical support is not provided free of charge under this Limited Warranty, Novateck Computers has established a telephone number for technical support. Charges may apply for technical support, unless and to the extent that free technical support for a limited period that is provided in writing as a feature of your product. Prior to placing your call, please have available the model and serial number for your product, date of purchase, a list of all options installed in your product and a detailed description of the problem.

For product information, service assistance, resolution of a service problem, or technical assistance, call: 510.828.9376

For product support, on-line knowledge based, frequent asked questions (FAQs), visit us at: www.novateckpc.com or email us at info@novateckpc.com.