



Warranty Information

Your VeryPC Warranty is designed to provide a support service in addition to your statutory entitlements from the date of delivery of your VeryPC branded product. If your VeryPC branded system develops a fault, our Limited Warranty & Extended Service Plan provide different levels of escalating support to get things back to normal as soon as possible

Please keep this booklet in a safe and easily accessible place as you may need to refer to it in the future

1. Limited Warranty

Our Limited Warranty for VeryPC branded PC products supplements your statutory rights and, subject to the limitations contained in this document, includes the following standard support services:

- Remote Support
- Advanced Component Replacement
- Collect and Return repair or replace service

Contact Us

- Via The Web: Go to very-pc.co.uk/fixmequick
- Via Email: fmq@very-pc.co.uk
- Via Telephone*: 0845 0345 018 or 0114 321 8629

**Calls to VeryPC's technical telephone support will be charged at your standard local or national rate.*

Service is provided Monday to Friday 8.30am to 5.30pm excluding Public Holidays and the Christmas period (24th December to 1st January inclusive).

Information we will need

Before you contact the Technical Support team please ensure you have the following details to hand:

- Your Fix Me Quick (FMQ) serial number found on a label attached to the exterior of your machine (look for the barcode) or existing support Case Number (issued by us).
- Description of the problem you are experiencing.
- Details of any connected peripheral hardware or installed software.

Remote Support

In order to minimise disruption to yourself and your organisation, every effort will be made to resolve your issue remotely meaning your user can get back to work quickly. This process may require your assistance to help our technician fix the problem.

Initially we will undertake a number of diagnostic steps to help determine the cause of your issue. Examples of what can be included in this fault diagnosis process are:

- Running remote diagnostic tests
- Disconnecting peripheral devices
- Using alternate wall sockets/cables
- Installation or re-installation of software and firmware
- Opening the system to re-seat parts

If required, one of our support engineers will access your problem unit using a remote assistance tool to further diagnose and/or perform maintenance operations. In most cases you will be required to attend the problem unit during the remote support session in order to approve the connection of our support engineer.

Advanced Component Replacement

If we can't fix things remotely we may decide to send you a part that can be easily fitted by you to solve the problem (known as *Customer Replaceable Parts*). We will normally send this to you within 1-2 working days depending on availability. We will also arrange with you to collect the defective part but if this is not made available to us we will charge you the market cost of such item. Dispatch and collection of parts will be made by VeryPC's chosen courier at our expense.

Customer Replaceable Parts

Our technician will define any customer replaceable parts during remote diagnostics, but generally this will include external power supplies, power cables and hot-swappable server components.

Hot-swappable storage drives and power supply units (server). Hot-swappable components are server parts that can be replaced without entry into the chassis. VeryPC will offer support and advice via telephone and if appropriate, remotely during the installation and replacement of the customer replaceable parts.

IMPORTANT NOTE

Never open a machine plugged into a mains power outlet and, if possible, disconnect the battery.

A machine should only be opened when recommended by your technician who will advise on all safety precautions.

Collect and Return - Repair or Replace

If we can't fix things remotely or the faulty component is not user serviceable we will probably need to get your system back to us using our Collect and Return Repair or Replace service. This will typically repair your system in 3 - 10 business days*. Where possible we will attempt collection of the system by courier normally during the next working day or, if this is not possible, on another date by arrangement**

** Repair turnaround times are not guaranteed and the customer will be provided with an estimate applicable to their specific case on request. The availability of the service and response time estimates may vary according to the accessibility of the product location. For products located outside of the UK, the service is available as a Return to Base only and it is the customer's responsibility to arrange return and collection of the product.*

*** Collection times may vary and will depend upon your location*

AS PART OF THE REPAIR PROCESS, WE WILL RETURN YOUR SYSTEM TO FACTORY SETTINGS. **ALL END USER DATA ON THE SYSTEM WILL BE REMOVED** AND THE UNIT REINSTALLED WITH THE ORIGINAL OPERATING SYSTEM SUPPLIED. IF THE UNIT WAS SUPPLIED WITH NO OPERATING SYSTEM INSTALLED AT THE POINT OF PURCHASE FROM VERYPc, YOUR UNIT WILL BE RETURNED IN THE SAME STATE AS ORIGINALLY SHIPPED. We will get the repaired system back to you as soon as we can. Our technical team will contact you with regular updates and let you know about any unavoidable delays to the process. The parts we use to repair your system may be reconditioned or refurbished with parts equivalent to new in performance and reliability and are replaced on the basis of specification, and not on brand/model.

Machine Replacement

If, during the repair process, we decide that a full replacement product is required, the defective product will be retained by us and we will send you a replacement product of the same or better specification.

Collecting your unit

YOU MUST ENSURE THAT THE PRODUCT IS ADEQUATELY PACKAGED (WHERE POSSIBLE THE ORIGINAL PACKAGING SHOULD BE USED). PLEASE MAKE SURE THE CASE NUMBER SUPPLIED BY OUR TECHNICAL TEAM IS CLEARLY MARKED ON THE OUTSIDE OF THE PACKAGING.

A return address label with case number input field can be downloaded from vpc.link/label

Failure to provide adequate packaging on returning the product to VeryPC may result in further damage or faults for which VeryPC will not be liable. Not including your Case Number may cause a delay with the warranty repair, resulting in the turnaround of your product exceeding the estimated warranty response times.

We reserve the right to charge you £20 for the cost of shipping back to us and our time for inspecting the returned unit where it is found that the unit in question is not defective.

2. Extended Service Plan Features

VeryPC customers who have purchased or been granted access to the Extended Service Plan for their VeryPC product will, under the relevant circumstances, have access to the following further services.

Advance Parts/Unit Replacement

During the support process we may decide that a replacement unit or hardware part is necessary to fix your unit. In that case our Extended Service Plan makes advanced replacements available to you. We will ship a replacement unit or hardware part for you to swap out with the defective part yourself. If your support technician decides that an engineer is required to perform the swap out, a visit will also be booked for that purpose. After the new unit or part is delivered, the defective unit or part must be returned to us; we will arrange for collection by our courier at our expense.

If the fault is determined before 12 Noon any advanced replacement unit or part will typically be dispatched on the same day via next business day delivery*, otherwise it will be dispatched on the following business day.

** Next business day delivery cannot be guaranteed and is subject to availability of units and parts and accessibility of the product location.*

On-Site Engineer Support

When we think the problem cannot be fixed using other methods we may decide to arrange an on-site engineer visit to further diagnose and/or perform maintenance operations directly to the problem unit.

In most cases our engineer will visit on the next business day*. They will normally be equipped with any replacement parts necessary to resolve your issue.

** Next business day service is not guaranteed. The customer will be provided with an estimated time of arrival of the service engineer on request. The availability of the service and response time estimates may vary according to the accessibility of the product location.*

We reserve the right to charge you for the travel and labour costs of our engineer visiting and returning from your premises if the reported defective unit is found not to be defective.

Limited Warranty **TERMS AND CONDITIONS**

1. Except as expressly set out in this document under the heading 'Limited Warranty' VeryPC makes no other warranties or conditions, express or implied, including any implied warranties of merchantability and fitness for purpose. Any implied warranties that may be imposed by U.K. law are limited in duration to the VeryPC warranty period. Your sole and exclusive remedy shall be repair or replacement. VeryPC's maximum liability under this limited warranty is expressly limited to the lesser of the price you have paid for the product or the cost of repair or replacement of any hardware components that malfunction in conditions of normal use. VeryPC is not liable for any damages caused by the product or the failure to perform, including but not limited to any lost profits, incidental or consequential damages. VeryPC is not liable for any claim made by a third party or made by you for a third party.
2. This limited warranty applies only to VeryPC branded hardware products sold by or leased from VeryPC, affiliates, authorised resellers, or distributors (collectively referred to as "VeryPC") with this limited warranty. This limited warranty is applicable on mainland UK.
3. VeryPC warrants that the VeryPC hardware product and all internal components of the product that you have purchased or leased from VeryPC are free from defects in materials or workmanship under normal use during the limited warranty period defined below. The limited warranty period starts from the date of purchase or lease from VeryPC. Your dated sales or delivery receipt, showing the date of purchase or lease of the product is your proof of purchase or lease date. You may be required to provide a copy of this proof of purchase as a condition of receiving warranty service. You are entitled to warranty service according to the general terms and conditions of this document, along with the additional terms and conditions for your specified warranty service level, and as required within the limited warranty period applicable.
4. VeryPC products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new (refurbished or reconditioned). Spare parts are warranted to be free from defects in materials and workmanship for ninety (90) days or for the remainder of the limited warranty period of the VeryPC product in which they are installed, whichever is longer.
5. In the unlikely event that your VeryPC product develops a re-occurring failure and is unable to be repaired or replaced with a model identical to the original purchased, VeryPC, at its discretion may elect to provide you with a replacement unit of VeryPC's choosing that is equal to or better in performance to your VeryPC branded product. VeryPC reserves the right to elect, at its sole discretion, to give you a partial refund of your purchase price or lease payments (less interest) taking into account the current age of the device and its end of life refurb value instead of a replacement. This is your exclusive remedy for defective products.

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- 6.** VeryPC does not warrant that the operation of the product will be uninterrupted and error free. VeryPC is not responsible for damage that occurs as a result of your failure to follow any instructions included with the VeryPC branded product.
- 7.** The limited period of warranty is different for different parts of your VeryPC system. These are the details:
- 7.1** Where your system has been manufactured by VeryPC or supplied under the brand name of VeryPC then VeryPC warrants your system will be free from fault or defective workmanship for the following periods relating to specific parts and conditions:
- i.** Screen Pixels
 - 0 (zero) bright, dark or coloured pixel failures within 12 Months from the date of delivery.
 - 2 or more bright, dark or coloured pixel failures after 12 Months from the date of delivery for the remaining duration of the system's warranty that forms part of the specification detailed on your invoice.
 - ii.** External power supplies, cables, adaptors and peripherals for a period of 12 months from the date of delivery.
 - iii.** System Batteries – These parts are classed as consumable items and are covered for a fixed period of 12 months from date of delivery subject to the following:
The ability of all rechargeable batteries to hold their charge decreases with time and therefore a battery is deemed to be faulty where it:
 - Fails to power the machine following a full charging cycle.
 - Fails to power the machine for longer than 50% of the minimum battery specification*.
**These specifications are dependent on system model and are available from VeryPC's technical department.*
 - iv.** System batteries which are subject to continuous charging and discharging such as a Battery Backup Unit, Capacitor Backup Module for Raid Controllers or standalone / integrated Uninterruptable Power Supplies are warranted for a period of 12 months from date of purchase.
 - v.** Remainder of the system as forms part of the specification agreed with you and noted on your invoice
- 8. Circumstances where this warranty is not applicable.**
- 8.1** This limited warranty does not apply to consumable parts (excluding batteries as specified above).
- 8.2** This limited warranty does not extend to any VeryPC branded product where:
- i.** The "Fix Me Quick" serial number label has been removed.
 - ii.** The product has been damaged or rendered defective as a result of accident, misuse, abuse, or other external causes.
 - iii.** It has been operated outside the usage parameters stated in any documentation included with the product.

- iv. Parts not manufactured or sold by VeryPC have been used.
- v. Modification or service by anyone other than VeryPC or a VeryPC authorised service provider has taken place.
- vi. You have installed end-user replaceable VeryPC or VeryPC approved parts without prior approval of VeryPC.

9. Customer data and data loss.

BEFORE RETURNING OR RECEIVING SUPPORT ON ANY UNIT, **BE SURE TO BACK UP DATA.** You should make periodic backup copies of data stored on your hard drives as a precaution against possible failures, alteration, or loss of the data. VeryPC is not responsible for damage or loss of any programs, data, or removable storage media. VeryPC is not responsible for the restoration or reinstallation of any programs or data other than software installed by VeryPC when the product was manufactured.

10. In cases where a hard drive failure is detected (and such failure is determined not to be the fault of the customer) the hard drive will be replaced by VeryPC. The service engineer will configure the operating system to the original factory settings. If a custom hard drive image was applied, VeryPC will use the same image again if still available. You may be required to re-submit the image to VeryPC.

11. Exclusions

11.1 LIMITATION. VERYPC'S FAULT DIAGNOSTICS SERVICE DOES NOT INCLUDE SUPPORT FOR THE FOLLOWING:

- i. General usage and "how to" questions on VeryPC factory installed software after 30 days from the date of purchase.
- ii. Configuration and diagnosis of any software products or the operating system pre-installed by VeryPC except where specifically agreed to in writing by VeryPC.
- iii. Configuration, installation and validation of non-VeryPC supplied operating systems, software, applications or drivers/fixes.
- iv. Configuration of all communication software, except where specifically agreed to in writing by VeryPC for the purpose of troubleshooting.
- v. All non-VeryPC branded hardware and peripherals, their installation and compatibility with VeryPC branded hardware. Please refer to the original manufacturer to provide the support for such products.
- vi. BIOS/firmware upgrades for non-VeryPC branded systems, unless part of a fault resolution on VeryPC branded hardware.
- vii. Invalid software and hardware configurations.
- viii. Client applications and data.
- ix. Consumables and wear and tear to items such as, but not limited to, plastics and diskettes.
- x. Non-critical failures that fall within industry specified tolerances.
- xi. Games and add-on packages from the date of purchase, including but not limited to educational packs.

- xii.** Preventative maintenance.
- xiii.** Repair of systems after virus infection other than the installation of the operating system back to the original factory settings.
- xiv.** Work which, in VeryPC's assessment, is unnecessary

11.2 In addition to those items specified in VeryPC's Standard Terms & Conditions of Sale, VeryPC does not warrant damage caused by:

- i.** Use of components or software not supplied by VeryPC.
- ii.** Relocation or transportation of VeryPC branded products.
- iii.** Servicing not authorised by VeryPC.
- iv.** Usage not in accordance with product instructions.
- v.** Improper voltage selection on system power supplies.
- vi.** Unreasonable or excessive use.
- vii.** Accidental damage.
- viii.** Malicious damage.
- ix.** Poor operating environmental conditions, including but not limited to inadequate UPS facilities.
- x.** Acts of God including, but not limited to, fire and flood.

12. Customer Obligations.

12.1 IN ORDER TO ENABLE VERYPC TO CARRY OUT ITS SUPPORT OBLIGATIONS, YOU (WITHOUT LIMITATION) MUST PROVIDE VERYPC WITH:

- i.** Full, safe and prompt access to the product.
- ii.** Where possible, you should provide a technically competent person with knowledge of the system and fault to be present throughout the repair and to actively assist in troubleshooting.
- iii.** Ensure the system is in an easily accessible location with adequate space.
- iv.** Provide such telecommunication facilities as are reasonably required by VeryPC for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.
- v.** Acknowledge that you are responsible for recovering your own application software after any such services have been provided by VeryPC.
- vi.** Inform VeryPC of any system relocations.
- vii.** Carry out any other actions that VeryPC may reasonably request in order to best apply their service.
- viii.** Suitably package all faulty products and components for collection by VeryPC.

13. Warranty Transfer

13.1 THIS WARRANTY IS REGISTERED ONLY TO THE CUSTOMER OR END USER SPECIFIED ON THE INVOICE APPLICABLE TO THE PURCHASE (INCLUDING VERYPC AUTHORISED RESELLER INVOICES).

13.2 This warranty is normally non-transferable. In the event of ownership of the product being passed to another individual or company (by sale or otherwise) from the client specified

on the warranty registration documentation, the warranty shall no longer be valid. However, transfer will be permitted if prior written notice of warranty transfer is provided in writing to VeryPC and then agreed in writing by VeryPC. Where the title of the goods has been transferred from a lease or finance agreement to the end-user client then the warranty will automatically be transferred to the end-user

14. Software Technical Support

14.1 Software Technical Support is defined as assistance with questions and issues relating to the software that was pre-installed by VeryPC on the VeryPC branded product. It does not include any software or applications which was/were bundled with the VeryPC branded product by a third party supplier. For issues relating to software or applications provided by a third party, please see the software/application resources or contact the provider.

15. Warranty Disclosure

15.1 The Limited Warranty and Extended Service Plan is provided and underwritten by VeryPC Ltd. The Limited Warranty and Extended Service Plan is not an insurance policy. Financial protection is not available in the unlikely event of the provider ceasing trade.