



## **GENERAL RETURNS POLICY**

GENERAL RETURNS CONDITIONS – APPLICABLE TO ALL RETURNS

### **COMPUTER REPAIRS (SOFTWARE – Personal Data and Applications/Programs) –**

Due to the nature of software having a volatile nature (changeable - where as the end user can alter settings, delete / erase information from the computer), we do not provide any warranties on software related repair work. We make every effort to insure that your computer is returned to you in a completely operational manor. This includes taking time to get detailed information from you about the nature of your computer problem ( virus, spy-ware, hardware issues, etc..) at the time you arranged to have it serviced with us. If for any reason we cannot correct the issue you will be notified by phone and in writing regarding the reason your problem could not be corrected. Unless it is not possible for your computer to be repaired, you will receive your computer back in an operational state.

If you had your computer serviced for Virus and Spy-ware infections, please note that it is not possible for us to give you a 100% guarantee that you will not become infected again. Even with Virus and Spy-ware protections on your computer you can still become infected if you return to unsafe Internet Browsing Habits or open an E-Mail attachment that contains an Infection. We provide documentation for our clients each time we do a service for Virus/Spy-ware infections. The documentation is located in a folder on your computers' desktop and provides detailed information about how to avoid re-infection of your computer. Following the directions we provide can greatly reduce your chance of infections. However; there are new infections that surface every single day, so at this time there is not one single software product out there that will block or remove all of the infections you might encounter using the Internet. We still recommend you use caution when browsing to websites that you are unfamiliar with and when opening attachments sent to you in Electronic Mail.

Columbus Computer does not provide any form of warranty either implied or expressed regarding software related repairs on your computer system. We do make sure that your computer is working properly when it leaves our office, or after we have done an on-site repair. However; we cannot insure that you will not develop future problems with computer programs that are installed on your computer.

It is the end-users responsibility to insure they are making back-ups of personal data in a location other than on their computer, and to insure that they keep their original software discs / license keys safe. Should your computer ever become inoperable for any reason you will have your personal data and the programs required to use that data kept safe by doing backups to an external location other than on your computers' hard-drive. We recommend you save a copy of important files onto optical discs (CD/DVD) and also make a secondary copy onto an external backup device such as an external hard-disc drive.

Columbus Computer does not hold any liability for end-users personal data or application software. If you have personal data on your computer that is very important to you, we will make every effort to retain that data when doing repairs. However; if your computer is experiencing Virus Infections, Spy-ware Infections, Hard-Drive Failure, or any other hardware related issues we cannot guarantee that your data will be intact, or provide any form of insurance that your data will not be damaged by circumstances beyond our control. For this reason we highly recommend you save copies of your personal data and software as part of a disaster recovery plan.

Software supplied on a new or used computer does not come with any form of warranty from Columbus Computer or the hardware manufacturer. Columbus Computer holds no liability for damages caused by software applications found on devices we sell. Columbus Computer can for a fee provide support for software applications installed on new or used electronic devices. This includes Virus/Spy-ware removal, Operating System Malfunctions (Windows/Mac/Linux versions), and any other form of application software including office software such as Microsoft Office, Works, and more. Please contact our office should you need fee based support.

## **NEW ELECTRONIC DEVICES – (Computers, etc..)**

All new electronic devices purchased through Columbus Computer come with a manufacturers (MFG) warranty that covers hardware related repairs during the MFG warranty period. For new computer systems the warranty on software supplied on the new computer systems is limited to factory restoration only. This means that the MFG is not responsible for your personal data or programs that were purchased and installed separately after the date of purchase. The MFG will not make back-ups of your personal data when your computer has to be serviced at their office. The end-user is always responsible for safe-guarding their personal data and application software (Programs). The hardware manufacturer supplies a warranty statement that we provide with every device we provide as a reseller.

Columbus Computer does not provide any form of hardware or software warranty above those issued by the manufacturer of the device purchased. Please refer to your warranty documentation for individual restrictions and limitations with regards to returns to the manufacturer for warranty related issues.

If your electronic device was purchased as a new product from Columbus Computer, we will provide the following remedy for devices that malfunction within the first 30 day after purchase:

- All Sales are Final – however we will provide an exchange/replacement for a device that has been proven to malfunction during the first 30 days of operation and which cannot be repaired at our office.
- You will need to supply your original receipt to obtain any form of exchange.
- Device must be returned as received including any manufacturer packing material / boxes.
- Manufacturer boxes must be void of any graffiti, writing, and be structurally sound enough to return the device to the devices manufacturer using a common carrier service for return shipping (UPS, USPS, or FEDEX).
- Device must be in its original (untampered) state. Any broken factory manufacturer seals or signs of tampering with the devices standard operation by the end-user will void any return/exchange options.
- Columbus Computer will test devices and will at their discretion choose to repair or exchange the device with the exact same device model, unless that model is no longer available. At no time will Columbus Computers' liability exceed that of the original purchase price of the device from Columbus Computer.

All new electronic devices are fully tested at our office before they are supplied to the end-user. We take every measure possible to insure that our clients receive electronic devices that are fully operational at the time of the sale. Every New Electronic Device comes with a complete Limited Manufacturers Warranty against defects in the manufacture process. Please refer to your warranty documentation for any hardware related issues after the first 30 days of use.

## **USED ELECTRONIC DEVICES – (Computers, etc..)**

All Sales are final and Used Electronic Devices are sold “As-Is”. No warranty is provided for Hardware or Software on any used electronic devices sold by Columbus Computer. Absolutely No Returns on any used electronic devices sold by Columbus Computer.

We can provide fee based support for devices that malfunction after the sale. Please contact our office should you require fee based support for your electronic device after the sale. Columbus Computer provides fee based support for a wide range of electronic devices including those sold by other Computer/Electronics companies. For more information or to schedule an appointment please contact our office.

## **ALL WARRANTIES –**

All warranties supplied for new electronic devices are provided by the manufacturer of the device. Columbus Computer provides NO Warranties on Parts or Labor unless stated otherwise on the front of your sales receipt.

Phone support for New electronic devices sold by Columbus Computer will be provided up to the point that the end-user cannot complete the required tasks via phone support or to the point that the length of the phone support call would exceed 15 minutes – After 15 minutes a fee based support option will be required.