

## **Comsale Warranty Terms and Conditions**

All of Comsale's computers offer a 1-year warranty. Our warranty is designed to provide peace of mind for our customers. Under the terms of the Comsale warranty we will fulfill the requirements below with our exceptional customer service to minimize any disruptions that may occur.

### **Contact Us**

For any technical support please use the Contact Us form including a brief description of the issue or call our Customer Service Team for help.

Telephone: 1-855-666-5848

Hours of Operation: 8:30AM - 5:00PM EST Monday-Friday excl. Canadian Holidays

Please be prepared to email to Comsale an include a soft copy of your receipt for the computer system purchase.

Customer Service email: [cs@comsale.com](mailto:cs@comsale.com)

No System can be returned to Comsale without authorization from the Customer Service Team.

Please retain the box and packing materials. These will be required if you need to ship the computer for Warranty service and maintenance.

### **What's covered?**

Comsale will provide Warranty support as outlined in your purchase agreement beginning on the original purchase date for Laptops and Desktops. The Comsale Warranty will cover all costs related to parts and labor that are associated with in-house repair of defective hardware. This Warranty only applies to customers within the continental United States (including Alaska, Hawaii & Puerto Rico) and Canada.

Shipping charges for replacement item(s) for any damaged, defective or "dead on arrival" item(s) will be free of charge to the customer if damaged, defective or "dead on arrival" item(s) are returned within 30 days after notification to Comsale.

### **Limitations:**

- Laptop batteries, Apple products, tablets & all monitors have a limited 90 Day Warranty.
- Accidental damage is not covered.
- Products may not be returned for credit or refunds.
- All damages caused by the end-user will void the Warranty. Computers shipped to Comsale with inadequate packaging are deemed potentially damaged and may restrict any and all future Warranty support for that computer. Comsale will not provide reimbursements for unauthorized third party repair.
- Any parts or upgrades installed by the customer which were not included with the computer at the time of purchase must be removed prior to returning a computer to

Comsale. If any such unauthorized third party parts are returned with a computer for Warranty service, Comsale will not be responsible for replacing or repairing these parts if they are lost, damaged, or defective.

- Comsale is not responsible for any user data on any computer being returned for Warranty service. In the event user loss, Comsale will not be liable in any way. It is the responsibility of the user to make regular backups of important data. The Comsale Warranty will apply only to machines purchased for your use and cannot be transferred.
- If we originally provided free shipping, then \$15 shipping fee will be assessed on all refunds. Buyer pays return shipping in most cases. All returns must be pre-approved by customer service department and a Return Merchandise Authorization (RMA) number is required within 30 days of purchase.
- Comsale may test computers that are returned because they didn't start when they arrived and impose a customer fee equal to 15 percent of the product sales price if the customer misrepresents the condition of the product. If the return is due to no technical or hardware issues, a customer fee equal to 15 percent of the product sales price will be charged and shipping is non-refundable.