

PC Knights Warranty

This statement of warranty includes information on PC Knight's Basic Warranty, Extended Warranty, Software Warranty, Lemon Policy, Warranty Coverage Transferal, At Home Coverage, Limit of Liability, and Proof of Receipts Requirement.

Part I. Free Warranty

The Free Systems Warranty is provided to any new manufactured computer system sold to a customer by PC Knights. The Free warranty is in addition to the warranty already provided by the manufacturer. It includes one year of: 25% labor discount on the original system purchased (this free warranty covers only a percentage of labor, not parts or equipment), one free pick-up from the customer's residence, which can be used to install the computer into the customer's home (customer must be located within the coverage area), and the Lemon Policy (See Lemon Policy Part IV). The labor discount can be used for service on either hardware or software.

Part I – Extended Warranty

The Extended Warranty provides coverage to problems that occur with the hardware originally installed on the computer. This includes manufacturer defects, regular failures, and normal wear. Should any hardware go bad in the time of the extended warranty, PC Knights will replace the hardware free of charge, including free labor. The extended warranty also includes the lemon policy.

This warranty does not cover problems that occur with software. Hardware that is purchased from or installed by anyone other than PC Knights is **not** covered under any warranty or policy included in this document.

PC Knights will not be held responsible for service and repair work performed on hardware and equipment by the customer or any other persons other than a PC Knights authorized technician. In the event that work is done on the computer's hardware by a person other than a PC Knights authorized technician, PC Knights reserves the right to void this warranty.

Extended warranty requires the use of a surge suppressor to prevent damage from power surges. The extended warranty does not cover: accidental damage from handling, problems with software, data loss (other than hard disk drive failure), power surges, battery failures, replacement of stickers, repairs to fix cosmetic problems, cleaning, recalls from manufacturer, acts of God, work on hardware that was added after the system was purchased.

Part III – Software Coverage Warranty

The software coverage warranty covers any problem that occurs with Windows and the software originally installed on the system. This includes, but is not limited to, problems that occur from: viruses, spyware, malware, corrupt files, fragmented hard disk drive, excessive cookies, and accidentally deleted files. PC Knights reserves the right to charge for services on software that is added after the system is purchased.

Software coverage policy requires that you keep any installation or backup CDs included with your computer. Also, you have to have an antivirus and antispyware product installed that is approved by a PC Knights representative, and its detection files must be up to date.

Part IV – Lemon Policy

For the duration of the warranty, if the system is brought back **to the store** on four (4) separate occasions for hardware repairs, which require the replacement hardware, the system can be exchanged for a like product of the same performance on the fourth time. A Replacement product can be used, new, or of a different brand than the original system. A replacement product can take up to 31 business days to receive. PC Knights may request to see receipts for any of the previous three times the system was serviced. Any of the four separate occasions the system was brought in for repair or service cannot be due to accidental damage from handling, problems with software, data loss (other than hard disk drive failure), power surges, battery failures, keyboard & mouse failures –including notebooks keyboards and mice-, missing buttons or detachable pieces, replacement of stickers, repairs to fix cosmetic problems, cleaning, recalls from manufacturer, acts of God, work on hardware that was added after the system was purchased, or any other voluntary customer-approved services. This policy is only usable if defects with the hardware occur that might need replacement. In addition, all prior services and repair work must be performed by PC Knights, and from no other company or all warranties will be void.

In the event that a system is replaced due to the Lemon Policy, the Lemon Policy will be placed on the replacement unit, covering the replacement until the original warranty has expired.

Part V – Warranty Coverage Transferal

The original product warranty plan can be transferred from one individual to another free of charge. A transferred warranty will hold the same terms and conditions to the new warranty owner as was applicable to the previous warranty owner. Transferred warranty will only cover the original system.

Part VI – At Home Coverage

Warranty work will not be performed at the customer’s location of residence or any other customer preferred location. All warranty work will be performed at he PC Knights store location.

Part VII – Limit of Liability

If the total cost of replacement hardware or parts (not including labor) meets or exceeds the full cost of the warranty purchased, or the products are replaced due to the Lemon Policy, or the hardware used to fix a system costs more than the total cost of the warranty, PC Knights reserves the right to charge for parts (not labor) for the remaining duration of the warranty period.

PC Knights will not be held responsible for service and repair work performed on hardware and equipment by the customer or any other persons other than a PC knights authorized technician. In the event that work is done on the computer’s hardware by a person other than a PC Knights authorized technician, PC Knights reserves the right to void this warranty.

Part VIII – Proof of Receipt Requirement

PC Knights may request Proof of Receipt any time a computer is brought in for warranty service. Requested receipts may be from purchased products or services as proof that warranty coverage is available. Proof of receipt will be required only when customer data on the products or services can not be found due to data loss or lack of recording information, by no fault of the customer.

Extended Warranty Coverage Plans

- Software Coverage Warranties
 - 1 year Software Warranty \$75
 - 2 year Software Warranty \$120
 - 3 year Software Warranty \$175

Laptop & Desktop Computers

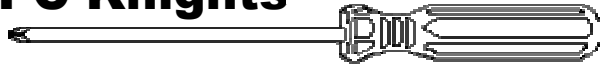
- Extended Coverage Warranties
 - 2 year Extended Warranty
 - System cost less than \$500 \$150
 - System cost \$500 – \$1,000 \$175
 - System cost \$1001 - \$2,000 \$200
 - System cost greater than \$2,000 \$250
 - 3 year Extended Warranty
 - System cost less than \$500 \$250
 - System cost \$500 – \$1,000 \$275
 - System cost \$1001 - \$2,000 \$300
 - System cost greater than \$2,000 \$350

Total Cost: _____

Signature: _____

Serial NO: _____

PC Knights "We will rescue your computer"



989-607-9391

973 S. Saginaw Rd, Midland, MI 48640

www.yourpcknights.com

support@yourpcknights.com