

T. Marcus & Associates, Inc., its subsidiaries, and CCSG, Inc. Limited Warranty Information

Warranty period is for one (1) year from original date of purchase. Warranty replacement of parts does not extend the warranty beyond the period of one (1) year. Warranty is valid for the purchaser only and is not transferrable.

Warranty service is accomplished at T. Marcus & Associates, Inc., its subsidiaries, and CCSG, Inc. offices and locations unless prior arrangements have been worked out.

Warranty covers hardware failure during normal use of the part or system purchased. Parts or systems operated outside of recommended specifications are not covered under warranty.

If the hardware fails during the warranty period and has been discontinued, T. Marcus & Associates, Inc., its subsidiaries, and CCSG, Inc. will replace the failed unit with the closest current production item.

Warranty does not cover third party hardware or software installed into any system sold by T. Marcus & Associates, Inc., its subsidiaries, and CCSG, Inc.

Warranty does not cover damage due to shipping of an improperly prepared system or part. Systems returned via UPS, US Postal Service, FedEx, DHL, or other shipping method will be double-boxed with padding surrounding the inner container on all sides with a minimum thickness of two (2) inches. Packing is the responsibility of the sender or agent of the sender.

Warranty does not cover improper setup and configuration of any part purchased from T. Marcus & Associates, Inc., its subsidiaries, and CCSG, Inc. Improper setup and configuration includes, but is not limited to:

- Improper setup and configuration of CPU, i.e. setting of operating voltages, bus speeds and multipliers (overclocking).
- Improper mounting, installation, and configuration of motherboards, i.e. incorrectly set jumpers or switches, multiple ground points, improper spacer usage, or warping, deforming, or modifying the motherboard to make it fit onto or within the chassis.
- Modifications or alterations to the chassis and hardware
- Improper installation of expansion cards and devices, i.e. video, audio, I/O cards and devices (such as USB, IEEE 1394 Firewire, Parallel, Serial, SCSI, PATA/IDE, and SATA), or other custom expansion cards and devices.
- Improper or incomplete loading of drivers

Warranty does not cover acts of nature or acts of God, i.e. damage due to thunderstorm, tornado, hurricane, fire, earthquake, flood, or lightning.

Warranty does not cover acts of man, i.e. accidental or willful physical damage (such as kicking, dropping, spilling beverages, chemicals, solvents, cements, paints, power surges), malware (viruses, spyware, rootkits, trojans, keyloggers or other hacking tools), willful or accidental software damage (uninstalling software and drivers, deleting files, etc.), or installing incompatible hardware and/or software.

Warranty on repairs accomplished cover the work done by T. Marcus & Associates, Inc., its subsidiaries, and CCSG, Inc. does not cover any hardware or software not supplied by T. Marcus & Associates, Inc., its subsidiaries, and CCSG, Inc. Due to the complexity of today's operating systems and hardware, every foreseeable situation cannot be anticipated. We can load drives and software only for the equipment we have on hand at the time of repair. Warranty does not cover software or hardware loaded after T. Marcus & Associates, Inc., its subsidiaries, and CCSG, Inc. has repaired the unit and returned it to the customer. It is the customer's responsibility to ensure proper loading and configuration of any hardware or software added "after the fact".

Warranty does not cover any data loss. It is the customer's responsibility to ensure that data is adequately backed up before maintenance, upgrades, repairs, or replacements are performed.

Data recovery operations performed by T. Marcus & Associates, Inc., its subsidiaries, and CCSG, Inc. are not guaranteed in any way.