



CONDITIONS OF SALE AND WARRANTY ON 2022

THIS INFORMATION APPLIES TO OUR STORE AS WELL AS OUR WEBSITE **ALMOCOMPUTER.COM**

All products sold by WeFixComputers carry manufacturer's warranty.

Prices, Specifications, and Availability: Product prices, specifications and availability are subject to change without notice. Due to constant change in the computer industry, product descriptions may not reflect the latest technical information from the manufacturer. We try to be as accurate as possible, however, we cannot guarantee that product descriptions, images, or other content on our site are complete, reliable, or error-free. This will also apply to information provided by email, phone or in store. Typographical, photographic or specification errors in product description or price are subject to correction. For a detailed description of the products we recommend consulting the manufacturer's website. Products purchased IN STORE or those delivered AT HOME do not admit returns unless faulty, at the time of purchase the customer has the opportunity to verify that the product meets the desired requirements. Due to price volatility of computer products, we do not match our competitors' prices and will not offer price protection beyond 24 hours.

We do not inspect any item prior to sale, we recommend checking all items before leaving the store or upon delivery. We are not responsible for costs associated with transporting equipment to or from our store. We reserve the right to refuse or cancel any order placed at an incorrect price. We are not responsible for the loss of personal data or items left in returned merchandise. We are not responsible for backing up customer data.

Warranty terms from January 2022: new **Desktop Computer** carry three years warranty on parts (hardware), configuration or installation of software is excluded from the warranty. Repair of the Desktop Computer will be carried out in our store taking into account the validity of its guarantee. Customer is responsible for bringing it to our store and picking it up once the service has been performed. New Desktop Computers are supplied with a box of manuals and drivers for its components which we will require during the warranty period. Defective hardware will be sent to manufacturer for repair or replacement, it may take a minimum of 30 days. Manufacturer or our company is not responsible for the data stored on your device when a failure occurs.

Warranty terms from January 2022: new **Laptop Computer** carry three years manufacturer's warranty on hardware, excluding battery, charger and laptop case that are considered consumables or any other warranty established by the manufacturer. Configuration or installation of the software is excluded from the guarantee. The manufacturer will provide direct assistance to its products in the center and address that the manufacturer has established. Repairs may take a minimum of 30 days. Customers are responsible for bringing it to our store and picking it up after the repair has been completed. Laptop computer and all accessories, including the battery charger and battery, will be required to claim warranty. Manufacturer will always determine its conditions of sale and warranty, these conditions are subject to change at any time without notice. Check manufacturer's warranty terms for more details. Manufacturer or our company is not responsible for the data stored on your devices when a failure occurs.

Warranty terms from January 2022: new **Samsung Smartphones/ Tablets** carry three years manufacturer's warranty on hardware. Configuration or installation of software is excluded from the guarantee. Samsung will provide direct support to their products at the center and direction that they establish. Manufacturer will always determine its conditions of sale and warranty, these conditions are subject to change at any time without notice. Check manufacturer's warranty terms for more details. Manufacturer or our company are not responsible for the data stored on your devices when a failure occurs.

Samsung Smartphones: DOA (Dead On Arrival): 7 days.

Samsung Tablet: DOA (Dead On Arrival): 15 days.

Warranty terms from January 2022: new **Apple** devices (iPhones/Ipads/MacBook/ etc) carry three years manufacturer's warranty on hardware. Configuration or installation of the software is excluded from the guarantee. Apple will provide direct support to its products at the center and direction that Apple has established. Apple will always determine its conditions of sale and warranty, these conditions are subject to change at any time without notice. Check Apple warranty terms for more details. Apple or our company are not responsible for the data stored on your devices when a failure occurs.

Apple Ipad/ MacBook PRO : DOA (Dead On Arrival): 15 days.

Warranty terms from January 2022: new **Peripheral** carry three years manufacturer's warranty on hardware. The configuration or installation of the software is excluded from the guarantee. For monitors, printers, multifunction or similar, manufacturer will provide direct assistance to its products in the center and address that they have established. Manufacturer reserves the right to refuse any return in case the product is not complete with cables, accessories, etc. Use of compatible ink will void the printer/ multifunction warranty.

2nd Hand Computers Desktops and Laptops: these devices are unique with limited availability. Second-hand computers have been tested before sale and include a Windows license. Second-hand desktop/laptops warranty is ONE YEAR on parts (hardware), software setup or installation is excluded from warranty. Battery, battery charger and case are excluded from the warranty. During the warranty period, if a satisfactory repair is not possible, your equipment will be replaced with another with similar or higher specifications.

If you need to process the guarantee of a product:

- Present proof of purchase (invoice/ticket).
- Include a note with your name, address, email, and phone number.
- Include a list of items that were not purchased on the same invoice.
- Include a detailed description of the problem.
- Software and operating system problems, including Windows Update, Android update, iOS update are excluded from the warranty.
- We are not responsible for the data and information in general that may be stored on your device. We recommend making daily backups of important files. In no case we are responsible for the loss or damage of data that may be stored on any device or on any equipment to which they have been connected.

IN GENERAL TERMS THIS WARRANTY DOES NOT INCLUDE/ DOES NOT COVER:

- training in the use of software or hardware.
- damages that occur during the transport of the equipment.
- software problems of any kind or nature.
- problems related to internet, viruses, malware, etc.
- problems related to accidents, spilled liquids, insect infestations, air conditioning or humidity, dust, electrical or electromagnetic spikes, misuse, abuse, neglect, mishandling, misapplication, alteration, modification or commercial use of any item.
- The replacement of parts due to wear or breakage of mechanisms, rubbers, casings and/or plastics, as well as for aesthetic damage, due to normal use of the product.
- Periodic revisions or maintenance.
- problems related to or caused by the installation of any component added to the system and that therefore alters the specifications detailed in the purchase invoice. Any modification to the initial hardware configuration without our approval or written consent will void this warranty. Unauthorized opening or tampering with systems that results in a hardware configuration change will void this warranty. We recommend that you contact us if you need to make any change to the system.

This guarantee starts from the invoice date. An administrative fee will apply to locate or replace the lost invoice with a copy. The warranty is not transferable, it extends only to the original purchaser whose name and identification appears on the invoice.

Due to the large number of components available in market today, our company cannot guarantee the compatibility between individual items. Compatibility issues are not covered under warranty.

The warranty only covers hardware failures due to defects in materials that occur during normal use of the equipment.

Consumables, recordable media, digital memory, batteries, paper, cleaners, cartridges, toner, CD/DVDs, software, etc., cannot be returned, nor refunded.

No software is installed on any computer unless purchased and paid for on the invoice. It is the responsibility of the owner to ensure that all software on the system is registered and authorized, and our company will not take any responsibility for illegal licenses or illegal software.

Guarantee is void when the product or any of its identifiers (serial number, etc.) have been totally or partially opened, assembled, disassembled, manipulated and/or repaired by a person other than our technical service.

We reserve the right to replace defective parts with equivalent new or reconditioned parts as we deem necessary. Each defective item under warranty will be repaired or replaced free of charge by our company, according to the specifications of the original customer invoice. The configuration or installation of the software is excluded from the guarantee. We will determine in our sole discretion whether an item under warranty will be repaired or replaced. Any component replaced under warranty will become the property of our company or the manufacturer.

When customer requests guarantee of a product, it will be tested to detect hardware problems. If the component/system does not reproduce the problem, it will be classified as NPF (No Problem Found). The owner will be notified about it and a minimum fee of € 49,- will apply. Same if the problem is related to software used.

Warranty period expired:

Once the warranty period has ended, customer will receive a quote with the repair cost that includes hardware and labour.

Admission rights:

We reserve the right to limit and prohibit any sale at our discretion. When making a purchase from us, we understand that the customer has read and accepted our conditions of sale and guarantee. We reserve the right to change these terms at any time.

Thanks for buying at WeFixComputers

