



## Warranty Information

**Service & Repair Location: 1155 N Main Street Suite 4, Layton**

Note: Our technician is available to evaluate and perform necessary repairs **Tuesday OR Friday each week from 11am to 5pm**. The customer must provide the **original receipt** (photocopies or digital copies will not be accepted) and bring the computer into our Layton store, in person, where it can be personally examined by the technician. We are unable to provide tech support of any kind over the phone.

We do not accept items for repair at any other location. All work is “first come, first serve” and we cannot guarantee the tech will be available at any given time. You must stay with your product before and during the diagnostics. Dropping off your item is not allowed. If necessary, we may ask to have the repair technician call you back. If this is required, you will be contacted within 48 hours of your original phone call or visit (barring weekends and holidays).

All of our refurbished computers come with a 30 day warranty; parts and labor will both be covered for the period. We warrant that the products will be free from defects in materials and workmanship for the warranty period of 30 days. During the warranty period, GCB Computers will, at our discretion:

- 1) provide replacement parts necessary to repair the product; or
- 2) replace it with a comparable product.

Replacement parts and products will be comparable in function and performance to the original part or product and remain under warranty for the remainder of the original 30 day period. Replacement items provided under warranty DO NOT extend the period of the original warranty. Terms of the original warranty remain in effect.

This warranty excludes: problems caused by software and/or “apps” installed after purchase; issues related to “cookies/malware/viruses”; issues related to internet usage; any unauthorized modifications/upgrades by anyone other than GCB Computers; and/or damage caused by the buyer or anyone else, (i.e. drops, liquid damage, and misuse).

Laptop batteries **are not** covered under this warranty. All laptop batteries are tested to hold a charge, but we cannot guarantee that it will last a certain amount of time.

### Disclaimer:

- All warranties written or implied are not transferable.
- Any changes to internal components will void the warranty. (If you wish to upgrade your computer, then simply bring it to us and we would be happy to help.)
- Factory resets and/or “reinstalls” will also void this warranty.
- Used items may have cosmetic blemishes that may include scratches and/or other surface imperfections due to normal usage; and are not covered under warranty.
- Items being sold “AS-IS” have no warranty and any defects identified and documented at time of sale are also excluded.
- All hard drives are thoroughly tested and securely wiped.