

30 DAY SERVICE WARRANTY

All services come with 30-day warranty from the date of machine repair, return, signed and accepted by the customer. Stow Computer warrants that the service rendered will be subject to the certified standards by Stow Computer. The 30-day warranty claim will be serviced under the conditions that it is not the customer's fault or wrong doings, the problems are within the scope of the warranted job and the reappearing problems are due to the technician incompleteness of the job, with the conditions below:

1. Stow Computer is not responsible for any loss, corruption, or breach of the data on customers' product during service; and as loss of data may occur as a result of the service, it is the customers' responsibility to make a backup copy of their data before bringing the product to Stow Computer for service.
2. It is not the customer's fault or wrong doings: Stow Computer does not warrant the service for subsequent actions by the customer after the machine has been returned and shown to the customer to be in good working order, such as customer do-it-yourself reinstallation of the operating system, surfing of virus spyware source websites, reinstallation of software that has been known or marked by our technician to potentially cause conflicts with the operating system or other software.
3. The problem is within the scope of the warranted job: the warranty covers for repeating problems and requests by customers that can be shown to have not been completed by the technician properly.
4. The problems reappear due to the technician incompleteness of the job: Our technicians always thoroughly check the system to make sure all your requests are completed and other common issues resulted from the diagnosed problems are tested before leaving. If the problems reappear without any subsequent actions by the customer a warranty job will be provided to fix the problem to its entirety.
5. Warranty jobs do not renew warranty. The warranty cover is from original date of the invoice which was paid for.
6. No warranty is applied for non-paid services (i.e., free computer cleaning, free RAM upgrades).
7. Customers are responsible for any fees to deliver computer(s) and/or part(s) to Stow Computer for warranty claim. Stow Computer will be responsible for returning the computer(s) and/or part(s) to customers after warranty repairs or replacement.
8. Returned computers/goods under warranty will be repaired, or replaced, or refunded at Stow Computer's sole discretion.
9. There is no warranty for the following:
 1. Data recovery services.
 2. Removing or installing non-electronic components or parts (i.e., removing jammed CD/DVD from CD/DVD drive).
 3. Installing or uninstalling software and programs (i.e., installing/uninstalling antivirus software or any other software).
 4. Removing passwords.
 5. Cleaning spilt liquid in computers.
 6. Installing hardware and/or software that are not supplied by Stow Computer.

VIRUS AND SPYWARE RE-INFECTION: It is often possible for a computer to be reinfected with the same spyware and virus that have been removed by our technicians. Spyware infection and reinfection can be as easy as visiting a bad website, or opening an email attachment. If our technicians have provided you with the instructions and recommendations on protection software and you have not followed the recommendation, we can't service your warranty claim for the reappearing problem.

HARDWARE / SPARE PARTS / COMPONENTS WARRANTY

Unless otherwise stated, Stow Computer warrants that the computer product(s) purchased by you will be free from defects in materials and/or workmanship under normal use for a period of one (1) year from the date of service with the following **EXCEPTIONS:**

1. Stow Computer does NOT warrant any third-party hardware and/or software products, including the Operating Systems preinstalled by Stow Computer technicians.
2. The warranty does not cover customer's data and the costs resulting from the reinstallation and/or restoration of the software or operating system as the result of the repair or replacement of the defective hardware products. It is solely customer's responsibility to backup important data before returning hardware, spare parts, components, or systems to Stow Computer for warranty claim.
3. Defective accessories or peripherals, other than software, that are delivered with your product will be replaced by Stow Computer or its suppliers for thirty (30) days from the date you received your product. Manufacturers' warranty applies after initial thirty (30) days.
4. Laptop components and spare parts: **UNLESS OTHERWISE STATED, LAPTOP COMPONENTS & SPARE PARTS ARE COVERED BY 30-DAY RETURN-TO-BASE LIMITED WARRANTY ONLY**, except the followings: New Hard Disk Drives, New RAMs, New Batteries, New AC Adaptors/Chargers, New Solid-State Drives (SSD); these parts are covered by the manufacturer's limited warranty.
5. To obtain service under this limited warranty, you must contact Stow Computer within the service warranty period. If Stow Computer is unable to correct the problem, Stow Computer may authorize a replacement part or parts. All replaced parts must be returned to Stow Computer. If a replaced part is not returned to Stow Computer, you must pay Stow Computer for that part.
6. For Return to Base warranty service, the customer has to return the machine to Stow Computer repair center within a week from the date of Return Authorization Issue. The repair or replacement may take up to 2 weeks, depending on the availability of the parts required.
7. No warranty is applied for non-paid products (i.e., free RAMs).

Stow Computer does not warrant damages or defects to the product under the following conditions: misuse, abuse, neglect, acts of God, fire, vandalism, civil disturbances, or war, unauthorized service or repair of the products, damage from electrical power problems,

usage of parts or components not supplied by Stow Computer, failure to follow product instructions and guidelines, unauthorized changes to the computer, shipping damage (other than during original shipment from Stow Computer), failure to perform preventative maintenance, or damage caused by peripherals or software or from other external causes. Stow Computer will, under the warranty period, repair or replace defective parts with new or serviceable used parts. This determination will be at the sole discretion of Stow Computer. Stow Computer owns all removed and repaired parts from the Stow Computer product. The repair or replacement of a Stow Computer sold item does not extend the warranty of said computer product. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period (whichever is longer) of the product in which they are installed.

This limited warranty is extended only to the original purchaser and is non-transferable. In addition, this warranty is only valid within the state the products are purchased from. For this warranty to be valid, the computer must have been purchased directly from Stow Computer.

The warranties set forth herein are in lieu of any and all other warranties expressed or implied

Including the warranties of merchantability and fitness for a particular use, Stow Computer disclaims all other warranties, expressed or implied, including without limitation implied warranties of merchantability and fitness for a particular use.

Except for the obligations set forth in this warranty statement Stow Computer shall not be liable for any direct, indirect, special, incidental, or consequential damages including without limitation any liability for losses in profits, losses in revenue, losses in savings, losses of data, downtime, costs of capital, cost of replacement equipment (temporary or permanent), costs of time, third parties' claims or injury to property.

The limit of the liability of Stow Computer to repair its computer product after a reasonable amount of time and a reasonable number of attempts shall be the replacement of the Stow Computer product or a refund of the market value of the computer product. The decision regarding replacement versus refund shall be at the sole discretion of Stow Computer.