

# ACT COMPUTERS

## WARRANTY, RETURNS & GENERAL POLICY

revised 1/1/2023

### **SALES & OWNERSHIP**

All sales are final. Items remain the property of ACT Computers until paid in full. A \$35 fee will be assessed for any returned checks.

### **WARRANTY**

1 year hardware warranty on systems (labor charges apply). Customer responsible for transport. Manufacturer warranties apply after ACT warranty. 1 year remote support included. Parts carry 6 month warranty.

### **WARRANTY ON LABOR**

30 day warranty on labor except virus removal, malware removal, OS reinstalls, and software installations.

### **RETURNS**

30 day replacement warranty on parts with 15% restocking fee. Items must be returned in original condition with packaging.

### **NON-RETURNABLE ITEMS**

- Data transfer devices
- Wireless adapters
- Cooling devices
- Ink & toner
- Software

### **COMPUTERS & NOTEBOOKS**

Returns for repair or replacement only at ACT discretion. 15% restocking fee applies.

### **SOFTWARE**

No refunds or credits. Compatibility guaranteed only for pre-installed software.

### **PRINTERS**

Exchange only if toner/ink not installed. After 30 days, contact manufacturer.

### **GENERAL INFO**

- ACT does not guarantee compatibility
- Shipping errors must be reported within 7 days
- Returns must include original packaging and accessories
- Incomplete returns will not be accepted

### **REPAIRS OR SERVICES**

Customer must pick up equipment and pay within 30 days of completion.

### **ABANDONED PROPERTY POLICY**

Any hardware or computers not picked up within 30 days will be considered abandoned and may be recycled or donated. ACT does not store customer equipment. Multiple contact attempts will be made prior to deadline.