



ADVANCED COMPUTER TECHNOLOGY OF VERO BEACH, INC. , IS ALSO KNOWN AS "ACT COMPUTERS", "ACT", "WE", AND "US" ON THIS DOCUMENT. ANY AND ALL WARRANTIES ARE TO THE ORIGINAL PURCHASER.

ALL SALES ARE FINAL. ANY PURCHASED ITEMS REMAIN THE PROPERTY OF ACT COMPUTERS UNTIL PAID FOR IN FULL. THERE WILL BE A \$35.00 FEE ASSESSED FOR ANY RETURNED CHECKS (ISF). THE COSTS OF COLLECTION AND INTEREST WILL BE ASSESSED SEPARATELY.

**WARRANTY:**

THERE WILL BE A 1 YEAR HARDWARE WARRANTY ON NEW ACT COMPLETE SYSTEMS & NOTEBOOKS , (LABOR CHARGES APPLY). IT IS THE RESPONSIBILITY OF THE PURCHASER TO RETURN ITEMS FOR WARRANTY SERVICE TO OUR PLACE OF BUSINESS. ANY TRANSPORTATION CHARGES INCURRED ARE THE RESPONSIBILITY OF THE PURCHASER.

INDIVIDUAL MANUFACTURER'S WARRANTY THEIR PRODUCTS FOR VARIOUS TIMES. THESE WARRANTIES ARE USUALLY DOCUMENTED IN THE LITERATURE THAT ACCOMPANIES THESE ITEMS. THE COST OF ANY WARRANTY SERVICE OR PARTS REPLACEMENT AFTER THE ONE YEAR ACT BLUE RIBBON WARRANTY PERIOD WILL BE THE RESPONSIBILITY OF THE PURCHASER.

\* 1 YEAR FREE REMOTE SUPPORT INCLUDED DURING REGULAR BUSINESS HOURS FOR PURCHASERS OF NEW SYSTEMS

THE WARRANTY FOR INDIVIDUAL PARTS OR PERIPHERALS PURCHASED AT THE COUNTER WILL BE 6 MONTHS (EXCEPT AS NOTED BELOW).

**WARRANTY ON LABOR**

THERE WILL BE A 30 DAY WARRANTY ON ALL LABOR ACT TECHNICIANS PERFORM EXCEPT FOR THE BELOW ITEMS: VIRUS & SPYWARE, MALWARE REMOVAL, OPERATING SYSTEM RE-INSTALLS, SOFTWARE INSTALLATIONS

**RETURNS - FOR INDIVIDUAL PARTS:**

A 30 DAY REPLACEMENT WARRANTY WILL APPLY TO PARTS PURCHASED OVER THE COUNTER, HOWEVER A 15% RE-STOCKING FEE WILL APPLY. PART REPAIR OR REPLACEMENT WILL BE DETERMINED BY ACT. REPLACEMENT OF A DEFECTIVE PART WILL BE WITH THE SAME OR SIMILAR PART. RETURNED PRODUCTS HAVE TO BE IN SOLD CONDITION WITH THEIR ORIGINAL PACKAGING AND PAPERWORK INTACT.

**MAINBOARDS, MEMORY OR CPU's:**

THESE PRODUCTS ARE ONLY ACCEPTED FOR REPLACEMENT. THEY MUST HAVE BEEN INSTALLED BY AN ACT TECHNICIAN DURING A PAID SERVICE SESSION AND REMOVED BY AN ACT TECHNICIAN AT THE TIME OF REPLACEMENT. REPLACEMENT BY MANUFACTURER ONLY IF SELF INSTALLED!

**HDD CONVERTERS, DATA TRANSFER DEVICES, WIRELESS ADAPTERS, COOLING DEVICES, TONER, INK, SOFTWARE**  
ABOVE LISTED PRODUCTS ARE NON-RETURNABLE

**COMPUTERS AND NOTEBOOKS:**

NEW COMPUTERS MAY BE RETURNED FOR REPAIR AND/OR REPLACEMENT AT THE SOLE DISCRETION OF ACT. A 15% RE-STOCKING FEE WILL APPLY TO ALL COMPUTER AND NOTEBOOK RETURNS.

**SOFTWARE:**

NO REFUND OR CREDIT FOR SOFTWARE | ALL SOFTWARE SALES ARE FINAL | SOFTWARE COMPATIBILITY IS GUARANTEED ONLY FOR PRE-INSTALLED SOFTWARE ON ACT COMPUTERS.

**PRINTERS:**

PRINTERS MAY BE RETURNED FOR EXCHANGE ONLY IF THE TONER/INK CARTRIDGE HAS NOT BEEN INSTALLED. WHEN RETURNING A PRINTER FOLLOW THE INSTRUCTIONS FOUND IN THE MANUFACTURER'S MANUAL FOR TRANSPORTATION. AFTER 30 DAYS MANUFACTURERS REQUIRE DIRECT RESPONSE TO THEM - PLEASE CALL MANUFACTURER DIRECTLY

**GENERAL INFO**

- ACT COMPUTERS DOES NOT GUARANTEE PRODUCT COMPATIBILITY.
- SHIPPING ERRORS MUST BE REPORTED ON RECEIPT. INCORRECTLY SHIPPED PARTS OR SYSTEMS MUST BE RECEIVED BY ACT WITHIN 7 DAYS OF THE ORIGINAL RECEIPT IN RESALABLE CONDITION.
- PRODUCTS MUST BE RETURNED IN ORIGINAL SHIPPING PACKAGING.
- RETURNS MUST HAVE THE ORIGINAL PACKING, WARRANTY CARDS, MANUALS, SOFTWARE AND ACCESSORIES.
- INCOMPLETE RETURNS OR ORIGINAL PACKING THAT HAS BEEN DEFACED OR WRITTEN ON - WILL NOT BE ACCEPTED.
- PRODUCT SHOULD BE PROMPTLY RETURNED (INCL. RMA #) FREIGHT PREPAID AND INSURED TO ACT.

FAILURE TO FOLLOW THE RETURN PROCEDURES MAY RESULT IN CREDIT REFUSAL. REJECTED MERCHANDISE WILL BE RETURNED TO YOU AT YOUR EXPENSE.

**REPAIRS OR SERVICES:**

CUSTOMER GIVES ACT THE AUTHORIZATION TO WORK ON HIS/HER EQUIPMENT AND ACCEPTS THE CONDITIONS OUTLINED IN THE WORKORDER WITH HIS/HER SIGNATURE. CUSTOMER AGREES TO PICK UP THE COMPUTER AND PAY FOR SERVICES RENDERED WITHIN 30 DAYS OF WHEN WORK IS COMPLETED. ACT IS ENTITLED TO SELL ALL OR PART OF CUSTOMERS EQUIPMENT FOR RECOVERY OF EXPENSES AFTER 30 DAYS.

ALL PRODUCT PRICES, SPECIFICATIONS, AND AVAILABILITY ARE SUBJECT TO CHANGE WITHOUT NOTICE. ACT COMPUTERS IS NOT RESPONSIBLE FOR ERRORS IN TYPOGRAPHY AND PHOTOGRAPHY.