

Store Policies

These policies are valid for the G&H Computer Company store location.

General Term of Sale

Inspection of Product upon Receipt: You must examine the Product and Accessories when you receive them. If any item is damaged or missing, you must notify G&H Computer Company within 7 days from the date of delivery or picked up.

Shipment and Title: G&H Computer Company will arrange to ship the Product and/or Accessories to your address per your request. Title to the Product and/or Accessories passes to you upon delivery to the carrier and risk of loss passes to you upon delivery.

G&H Computer Company Limited Warranties

G&H Custom Built Systems: G&H Computer Company warrant custom desktop, notebook and server systems to be free from defects in material and/or workmanship for a period of **one (1) year, two (2), or three (3) years** depending on product purchased from the original purchase date for parts and an equal period for labor unless system is covered by our **lifetime (life of the system)** labor warranty, or unless otherwise stated.

G&H Value Systems: G&H Computer Company warrant pre-built value system desktops to be free from defects in material and/or workmanship for a period of **ninety (90) days, one (1) year, or two (2) years** depending on product purchased from the original purchase date for parts and an equal period for labor unless system is covered by our **lifetime (life of the system)** labor warranty, or unless otherwise stated.

G&H Sold Dell Systems: Dell systems may carry a manufacturers warranty and/or G&H Computer Company may warrant Dell systems to be free from defects in material and/or workmanship for a period of **one (1) year, two (2), or three (3) years** depending on product purchased from the original purchase date for parts and an equal period for labor unless system is covered by our **lifetime (life of the system)** labor warranty, or unless otherwise stated.

All other parts: All other products carried and sold by G&H Computer Company, unless otherwise stated, are subjected to a **one (1) year** warranty. No refunds are allowed for clearance items. Monitors and CPU's carried and sold by G&H Computer Company are subjected to manufacturer's warranty only.

Technical Service: For technical service performed by G&H Computer Company, there will be 90 days warranty for labor.

Exclusions: Under G&H Computer Company Warranty & Support Program, coverage will not apply to defects or damage resulting from:

- Improper packing during return shipment to us
- Viruses or Trojan horses, or other malicious programs
- Smoke damage from fire or tobacco smoke
- OS deletion or corruption by user attempt to re-install the OS

- Damages for loss of data or software restoration
- Disasters such as floods, fires, winds, earthquakes or lightning
- Water damage of any kind
- Incorrect installation of hardware, software, and/or accessories
- Failure to provide the proper installation environment
- Software or data corruption, and/or loss resulting from anything other than defective hardware purchased from and installed by G&H Computer Company
- Software or data corruption, and/or loss caused by defective hardware purchased and installed by G&H Computer Company that is no longer subjected to a G&H Computer Company limited warranty
- Peripherals not purchased from G&H Computer Company or unauthorized attachments that are not covered under any purchased extended warranty plan
- Service by any other service center
- Any other type of abuse, misuse, **physical damage** or neglect
- Or where the serial number or warranty label or warranty seal has been removed, defaced or altered

G&H Computer Company Onsite Warranties

Onsite warranties are subject to all limitations and exclusions of all applicable limited warranties expressed or implied herein unless specifically otherwise stated. A visit charge of current standard onsite service rates will be charged for any ineligible repair or claim; failure to pay such charges will void all G&H Computer Company warranties and may result in legal action. We reserve the right to charge a handling charge on all non faulty repairs or testing or found to be in satisfactory condition after initial testing. Customers are responsible for adhering to the procedures set forth by us when requesting warranty service.

In-Store Return, Refund & Exchange Policy: (For items purchased in the G&H Computer Company retail store)

- **No refunds are allowed after 14 days from the date of purchase.**
- We reserve the right to charge restocking fee to any customers up to 40% due to excessive returns. The definition of "excessive" is at sole discretion of G&H Computer Company store manager.
- Shipping and Handling Fee are not refundable.
- Original receipt required for any return and refund.
- Most items excluding clearance items purchased from G&H Computer Company retail store that become defective within 30 days from the date of purchase with the original invoice are eligible for exchange. All items must be in **new and resalable** condition, including the original box, packaging, manuals and accessories. Missing items will be deducted from your refund.
- Special order items are subject to 40% restocking fee if returned.
- Opened software, CD titles, blank CD, diskettes, printer cartridges and books may only be exchanged for the exact same item and may not be returned for a refund.

Method of Refund

Refund on Cash purchases will be paid with the issue of a check from G&H Computer Company corporate office within 14 business days of the return date and product inspection. Refunds on purchases made with a credit card will only be made to the same card. Every return check from customers is subject to a \$35 service charge.

Manufacturer Rebate Information

Rebate and coupon offers provided by manufacturers are subject to the terms specified by the manufacturer.

Exclusion

Under no circumstances is **G&H Computer Company** responsible for any incidental or consequential damages which may occur during use of the item purchased from **G&H Computer Company** or as a result of the product's failure to perform. In all cases, the customer's sole remedy for a product failure is limited to a replacement product or, at **G&H Computer Company's** discretion, a refund not to exceed the original purchase price of the item. Warranties cannot be transferred or sold. Parts determined to be defective and under warranty will be replaced by new or refurbished parts of an equal value.

Except and to the extent expressly set forth above, there are no warranties, express or implied, including, but not limited to, any warranties of merchantability or fitness for a particular purpose and **G&H Computer Company** expressly disclaims all warranties not stated herein. Some states or provinces do not allow the exclusion of implied warranties or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

G&H Computer Company reserves the right to modify or alter its warranty and return policy at any time, without notice to customer.