



Warranty Information

Your VeryPC Warranty is designed to provide a support service in addition to your statutory entitlements from the date of delivery of your VeryPC branded product. If your VeryPC branded system develops a fault, our Limited Warranty & Extended Service Plan provide different levels of escalating support to get things back to normal as soon as possible

Please keep this booklet in a safe and easily accessible place as you may need to refer to it in the future

1. Limited Warranty

Our Limited Warranty for VeryPC branded PC products supplements your statutory rights and, subject to the limitations contained in this document, includes the following standard support services:

- Remote Support
- Advanced Component Replacement
- Collect and Return repair or replace service

Contact Us

- Via The Web: Go to very-pc.co.uk/fixmequick
- Via Email: fmq@very-pc.co.uk
- Via Telephone*: 0845 0345 018 or 0114 321 8629

**Calls to VeryPC's technical telephone support will be charged at your standard local or national rate.*

Service is provided Monday to Friday 8.30am to 5.30pm excluding Public Holidays and the Christmas period (24th December to 1st January inclusive).

Information we will need

Before you contact the Technical Support team please ensure you have the following details to hand:

- Your Fix Me Quick (FMQ) serial number found on a label attached to the exterior of your machine (look for the barcode) or existing support Case Number (issued by us).
- Description of the problem you are experiencing.
- Details of any connected peripheral hardware or installed software.

Remote Support

In order to minimise disruption to yourself and your organisation, every effort will be made to resolve your issue remotely meaning your user can get back to work quickly. This process may require your assistance to help our technician fix the problem.

Initially we will undertake a number of diagnostic steps to help determine the cause of your issue. Examples of what can be included in this fault diagnosis process are:

- Running remote diagnostic tests
- Disconnecting peripheral devices
- Using alternate wall sockets/cables
- Installation or re-installation of software and firmware
- Opening the system to re-seat parts

If required, one of our support engineers will access your problem unit using a remote assistance tool to further diagnose and/or perform maintenance operations. In most cases you will be required to attend the problem unit during the remote support session in order to approve the connection of our support engineer.

Advanced Component Replacement

If we can't fix things remotely we may decide to send you a part that can be easily fitted by you to solve the problem (known as *Customer Replaceable Parts*). We will normally send this to you within 1-2 working days depending on availability. We will also arrange with you to collect the defective part but if this is not made available to us we will charge you the market cost of such item. Dispatch and collection of parts will be made by VeryPC's chosen courier at our expense.

Customer Replaceable Parts

Our technician will define any customer replaceable parts during remote diagnostics, but generally this will include external power supplies, power cables and hot-swappable server components.

Hot-swappable storage drives and power supply units (server). Hot-swappable components are server parts that can be replaced without entry into the chassis. VeryPC will offer support and advice via telephone and if appropriate, remotely during the installation and replacement of the customer replaceable parts.

IMPORTANT NOTE

Never open a machine plugged into a mains power outlet and, if possible, disconnect the battery.

A machine should only be opened when recommended by your technician who will advise on all safety precautions.

Collect and Return - Repair or Replace

If we can't fix things remotely or the faulty component is not user serviceable we will probably need to get your system back to us using our Collect and Return Repair or Replace service. This will typically repair your system in 3 - 10 business days*. Where possible we will attempt collection of the system by courier normally during the next working day or, if this is not possible, on another date by arrangement**

** Repair turnaround times are not guaranteed and the customer will be provided with an estimate applicable to their specific case on request. The availability of the service and response time estimates may vary according to the accessibility of the product location. For products located outside of the UK, the service is available as a Return to Base only and it is the customer's responsibility to arrange return and collection of the product.*

*** Collection times may vary and will depend upon your location*

AS PART OF THE REPAIR PROCESS, WE WILL RETURN YOUR SYSTEM TO FACTORY SETTINGS. **ALL END USER DATA ON THE SYSTEM WILL BE REMOVED** AND THE UNIT REINSTALLED WITH THE ORIGINAL OPERATING SYSTEM SUPPLIED. IF THE UNIT WAS SUPPLIED WITH NO OPERATING SYSTEM INSTALLED AT THE POINT OF PURCHASE FROM VERYPc, YOUR UNIT WILL BE RETURNED IN THE SAME STATE AS ORIGINALLY SHIPPED. We will get the repaired system back to you as soon as we can. Our technical team will contact you with regular updates and let you know about any unavoidable delays to the process. The parts we use to repair your system may be reconditioned or refurbished with parts equivalent to new in performance and reliability and are replaced on the basis of specification, and not on brand/model.

Machine Replacement

If, during the repair process, we decide that a full replacement product is required, the defective product will be retained by us and we will send you a replacement product of the same or better specification.

Collecting your unit

YOU MUST ENSURE THAT THE PRODUCT IS ADEQUATELY PACKAGED (WHERE POSSIBLE THE ORIGINAL PACKAGING SHOULD BE USED). PLEASE MAKE SURE THE CASE NUMBER SUPPLIED BY OUR TECHNICAL TEAM IS CLEARLY MARKED ON THE OUTSIDE OF THE PACKAGING.

A return address label with case number input field can be downloaded from vpc.link/label

Failure to provide adequate packaging on returning the product to VeryPC may result in further damage or faults for which VeryPC will not be liable. Not including your Case Number may cause a delay with the warranty repair, resulting in the turnaround of your product exceeding the estimated warranty response times.

We reserve the right to charge you £20 for the cost of shipping back to us and our time for inspecting the returned unit where it is found that the unit in question is not defective.

2. Extended Service Plan Features

VeryPC customers who have purchased or been granted access to the Extended Service Plan for their VeryPC product will, under the relevant circumstances, have access to the following further services.

Advance Parts/Unit Replacement

During the support process we may decide that a replacement unit or hardware part is necessary to fix your unit. In that case our Extended Service Plan makes advanced replacements available to you. We will ship a replacement unit or hardware part for you to swap out with the defective part yourself. If your support technician decides that an engineer is required to perform the swap out, a visit will also be booked for that purpose. After the new unit or part is delivered, the defective unit or part must be returned to us; we will arrange for collection by our courier at our expense.

If the fault is determined before 12 Noon any advanced replacement unit or part will typically be dispatched on the same day via next business day delivery*, otherwise it will be dispatched on the following business day.

** Next business day delivery cannot be guaranteed and is subject to availability of units and parts and accessibility of the product location.*

On-Site Engineer Support

When we think the problem cannot be fixed using other methods we may decide to arrange an on-site engineer visit to further diagnose and/or perform maintenance operations directly to the problem unit.

In most cases our engineer will visit on the next business day*. They will normally be equipped with any replacement parts necessary to resolve your issue.

** Next business day service is not guaranteed. The customer will be provided with an estimated time of arrival of the service engineer on request. The availability of the service and response time estimates may vary according to the accessibility of the product location.*

We reserve the right to charge you for the travel and labour costs of our engineer visiting and returning from your premises if the reported defective unit is found not to be defective.

Warranty Terms and Conditions

1. **These terms and conditions**

1.1 What these terms and conditions cover. These are the terms and conditions of our warranty for goods we manufacture.

1.2 Who we are. We are Very PC Ltd, a company registered in England and Wales. Our company registration number is 05044896 and our registered office is at VeryPC Ltd., Unit 5 Parkwood Business Park, 75 Parkwood Road, Sheffield, South Yorkshire, S3 8AL.

2. **Our warranty**

2.1 Our warranty. We warrant that on delivery and for the warranty period from the date of delivery, the goods we manufacture will:

- (a) conform in all material respects with their description and any relevant specification;
- (b) be free from material defects in design, material and workmanship in normal use; and
- (c) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979).

2.2 The “warranty period”. Unless you have purchased from us an extended warranty, the warranty period relating to specific parts and conditions is as follows:

- (a) Screen pixels:
 - 0 (zero) bright, dark or coloured pixel failures within 12 months from the date of delivery
 - 2 or more bright, dark or coloured pixel failures after 12 months from the date of delivery for the remaining duration of the warranty period which forms part of the specification detailed in your quotation or invoice.
- (b) External power supplies, cables, adaptors and peripherals: a period of 12 months from the date of delivery.
- (c) System batteries: a period of 12 months from the date of delivery, but the ability of all rechargeable batteries to hold their charge decreases with time and a battery will be deemed to be faulty where it
 - fails to power the machine following a full charging cycle

- fails to power the machine for longer than 50% of the minimum battery specification for the particular system model.
- (d) System batteries which are subject to continuous charging (such as a Battery Backup Unit, Capacitor Backup Module for Raid Controllers, or standalone/integrated Uninterruptable Power Supplies): a period of 12 months from the date of purchase.
- (e) All other parts of the system: a period of 12 months from the date of delivery or (if different) the warranty period stated in our specification..

If you have purchased from us an extended warranty, the “warranty period” is the period or periods specified in our quotation for the extended warranty.

2.3 The remedies we will provide. Subject to clause 2.4, if:

- (a) you give us notice in writing during the applicable warranty period, within a reasonable time of discovering an apparent defect, that a product manufactured by us does not comply with the warranty set out in clause 2.1;
- (b) we are given a reasonable opportunity of examining the product; and
- (c) if we ask you to do so, you return the product to us at our expense

we will, at our option, repair or replace the defective product, or refund the price of the defective product in full or (in the case of a claim under an extended warranty) give you a partial refund of the price you paid, taking into account the age of the product.

2.4 Exclusions from our warranty. We will not be liable for a product's failure to comply with the warranty in clause 2.1 if:

- (a) you make any further use of the product after giving us notice that you have discovered an apparent defect;
- (b) the defect arises because you failed to follow our instructions as to the installation, commissioning, use or maintenance of the product or (if there are no specific instructions) sensible business practice;
- (c) the defect arises as a result of us following a specification supplied by you;
- (d) you alter or repair the product without our prior written consent;
- (e) if you repair the product with our consent, you do so with parts which we have not supplied; or
- (f) the defect arises as a result of fair wear and tear, accidental or wilful damage, negligence, or abnormal working conditions.

2.5 Exclusion of consumable items. Our warranty in clause 2.1 does not include consumable items, other than system batteries.

2.6 Exclusion of other remedies. Except as provided in this clause 2, we shall have no liability to you in respect of a product's failure to comply with the warranty set out in clause 2.1. Your only remedy will be, at our option, the repair or replacement of the defective product or a refund in respect of the price of the product.

2.7 Restriction to the UK. Our warranty applies only to products delivered to a UK address.

3. Backing up your data is essential

3.1 Responsibility for backing up data. You should always make periodic copies of the data stored on your hard drive as a precaution against possible failure of the drive or other loss of data. **Before you return any device to us for repair or replacement, you must make a back up copy of all your data stored on the device.** In the course of repairing the device we may have to restore the original factory settings and your data will be deleted. We will not be responsible for the loss of any data which is lost in this way.

3.2 Hard drive replacement. In cases where a failed hard drive is replaced under our warranty, we will configure the operating system to the original factory settings. If a custom hard drive image was provided, we will use the same image again, if it is still available. You may be required to re-submit the image to us.

4. Your obligations

4.1 What you must do to assist us. In order to enable us to carry out our obligations, you must:

- (a) provide us with prompt, full and safe access to the product;
- (b) if our engineer visits your premises, ensure that the device is in an easily-accessible location with adequate working space;
- (c) where possible, arrange for a technically competent person with a knowledge of your system and of the apparent fault to be available to assist our engineer in troubleshooting;
- (d) provide us with such telecommunications connections as we reasonably request for testing, diagnostic and remedial purposes;
- (e) suitably package for collection any products or components which are being returned to us for repair; and
- (f) generally do whatever else we reasonably request to help us to help you.

4.2 Return to base costs. You must pay the cost of returning goods to us for repair.

4.3 Restoration of your applications software and data. We are not responsible for the restoration or reinstallation of any applications software or data, other than software installed when we originally supplied the product to you. This is your responsibility.

5. What we do not provide under our warranty

We will assist you in identifying issues which may be the result of a defect in a product we have supplied to you. However, our fault diagnostics service does **not** include support under warranty for the following:

- (a) general use or "how to" questions on software installed by us more than 30 days after the date of delivery;
- (b) configuration of the operating system or any software products pre-installed by us;
- (c) configuration, installation or validation of operating systems, software, applications or drivers which were not pre-installed by us;
- (d) configuration of communications software, except where it is required by us for diagnostic purposes;
- (e) BIOS/firmware upgrades for third party systems, unless part of a fault resolution on hardware supplied by us;
- (f) invalid software and hardware configurations;
- (g) your own applications software and data, including games ;
- (h) non-critical failures which fall within industry-specified tolerances;
- (i) preventative maintenance; or
- (j) repair of systems after virus infection.

6. Our responsibility for loss or damage suffered by you

6.1 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. Nothing in these terms shall limit or exclude our liability for:

- (a) death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation;
- (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
- (d) defective products under the Consumer Protection Act 1987; or
- (e) any matter in respect of which it would be unlawful for us to exclude or restrict liability.

6.2 Exclusion of certain forms of loss. Subject to clause 6.1, we will under no circumstances be liable to you, whether in contract, tort (including negligence), breach of statutory duty or otherwise, for:

- (a) any loss or corruption of data, information or software;

- (b) any loss of profits, sales, business or revenue;
- (c) any loss of or damage to goodwill;
- (d) any loss of any business opportunity;
- (e) any loss of anticipated savings;
- (f) any loss of use; or
- (g) any indirect or consequential loss

arising under or in connection with any contract between us.

6.3 LIMITATION OF OUR FINANCIAL LIABILITY TO YOU. Subject to clause 6.1, our total liability to you for losses arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall be limited to £25,000 or, if higher, four times the total price payable for the goods and/or services in respect of which the liability arises.

6.4 Exclusion of statutory implied terms. Except to the extent expressly stated in clause 6.1 but subject to clause 7, all terms implied by sections 13 to 15 of the Sale of Goods Act 1979 are excluded.

7. Protection of consumer rights

7.1 Consumer rights not affected. If you are a consumer, nothing in these warranty terms and conditions affects your legal rights. Further details of your rights as a consumer are contained in our Terms and Conditions of Sale for Goods and Services, available at <https://www.very-pc.co.uk/termsforsale>.

7.2 When are you a consumer? You are a consumer if you are an individual and you buy products from us wholly or mainly for your personal use, not for use in connection with your trade, business, craft or profession.

8. Transfer of our warranty

You may only transfer your rights under our warranty to another person if we agree to this in writing. However, where a finance company has purchased goods or services from us for hire or lease to a business customer, any remaining benefit of our product warranty may be assigned to the business customer when the finance has been paid off.

9. The law applying to our warranty

Any dispute or claim arising out of or in connection with a contract between us or its subject matter or formation (including non-contractual disputes or claims, and disputes regarding

these warranty terms and conditions) shall be governed by and construed in accordance with English law.