

## Phoenix Computer Services Warranty Policies and Procedures

### Labor and Service Warranty

Due to the volatile nature of software both proprietary and common, Phoenix Computer Services offers a 10-day labor warranty on all work performed that is software related. Labor that is hardware related (IE work performed that relates to the diagnoses, replacement, and/or installation of hardware) carries a 30 day warranty. To petition Phoenix Computer Services for warranty work, please contact your representative.

### Hardware Warranty

Phoenix Computer Services offers a one year parts warranty and one year labor warranty on all new hardware sold to our customers from the date of purchase (unless otherwise specified). Most hardware manufacturers offer their own warranties that blanket the warranty offered by Phoenix Computer Services. PCS may take advantage of those warranties in order to satisfy the terms of its warranty policies with its customers. To petition Phoenix Computer Services for warranty work, please contact your PCS representative.

### Company Policy

Phoenix Computer Services claims no responsibility for any lost data. Warranty is valid only if the original invoice, documentation, software and packaging are retained. Phoenix Computer Services is not responsible for the proper operation of external and/or internal peripherals not originally installed and invoiced by PCS. All returns may be subject to a 20% restocking fee within thirty (30) days. There are absolutely no refunds or exchanges after thirty (30) days from date of purchase. There are no refunds or exchanges for any physically damaged items or any software. All customer hardware left on premises will be disposed of at the discretion of Phoenix Computer Services and a disposal fee of \$20 may be imposed. No refunds will be given on items purchased with a check within ten (10) working days after purchase, but exchanges can be made. A \$20.00 fee will be charged on each returned check. The customer is responsible for any and all expenses related to the collection of sums due. Phoenix Computer Services, LLC., is not responsible for any technical support relating to any software products. All printers and monitors carry only the manufacturer's warranty. Any conditions, policies, and warranties are subject to change without notice at the discretion of Phoenix Computer Services.