



## Terms And Conditions of our 12 Months Return to Base Warranty (RTB) for Notebook & Desktop PC's



PA Business Systems Ltd (PABS) warrants PABS Refurbished Business PC's against defects in materials and workmanship for a period of twelve (12) months from the date of purchase (6 months for Notebook batteries) and used in the United Kingdom (UK Mainland) only. The PABS serial number together with a copy of the sales receipt showing the purchase date are required as mandatory proof for registration - which should be completed before logging any calls. In the event of failure of any parts, due to defect in materials or workmanship occurring within the warranty period, PABS will at its discretion, repair or replace the product with the same or better specification product at no charge for parts or labour. This warranty does not apply if the PABS Refurbished Business PC has been damaged by accident, abuse, misuse or negligence. We will not warrant or bear any responsibility for 3rd party equipment. The warranty covers PABS Refurbished Business PC's registered with PABS and no warranties will apply after 12 months from the date of purchase. PABS are not responsible for any data loss or damages resulting from any breach of warranty or any legal theory including lost profit, downtime, goodwill, damage to equipment or property or any other incidental or consequential damages incurring from purchase, use or inability to use the product. The sole remedy to the owner shall be repair or replacement. The remedies set forth are exclusive and in lieu of all other expressed or implied warranties.

### **To effect the Warranty cover for PABS Refurbished Business PCs.**

The owner must first register the product within 14 days of purchase by completing the Warranty registration form below and submitting it with proof of purchase by: **Facsimile on 01482 218236 or post to: Warranty Dept., PA Business Systems Ltd, Pathway House, 5-7 The Pathway, Bowlalley Lane, Hull, HU1 1XJ.** Please ensure when you fax or post to include relevant proof of purchase with the registration form.

### **Logging a Dead on Arrival Call (DOA)**

You must be registered before logging a call, please allow 1 working day after our receipt of your registration form before putting in a call for DOA. **(DOA's - "dead" is deemed to be within 7days of sale).** Should you suspect that your Computer is DOA, please call 0844 4141105 for assistance and if necessary obtain your Return Authorisation Number (RAN). Please have at hand the serial number of the Computer, brief Computer problem and the unit in front of you. The Helpdesk opening hours are Monday to Friday 9.00am - 5.00pm excluding Bank Holidays and any Staff training periods. If the Helpdesk diagnoses the unit as DOA then PABS will aim to collect, test and repair/replace the unit at PABS discretion within 48 hours of PABS receiving the unit. Please make sure the RAN is written on the package(s) to be collected. If no faults are found you will be charged accordingly as per the "please note" section below.

**If DOA / Warranty Computer returns are received back without the original packaging then PABS are not liable for any damage caused in transit due to the incorrect packaging used. If this is the case then you will be invoiced £25 for repackaging materials and any cost for parts replaced due to said damage.**

### **Logging a R.T.B. Warranty call**

As above and once your RAN has been obtained please return your computer to: **Warranty Dept. PA Business Systems Ltd, Hallcroft Avenue, Retford, Notts. DN22 7LQ.** \*Do not forget to put the RAN number on the box\*

### **Please note:**

- i. Warranty is void if unit(s) have had their serial number(s) label tampered, altered, defaced or removed.
- ii. If no faults are found with your Computer you will be billed, at our discretion, for labour and carriage.
- iii. PABS will not warrant any 3rd Party equipment and if such equipment is deemed to be the cause of the problem with your Computer you will be charged at the minimum amount of £95 + VAT.
- iv. Any 3rd party hardware must be removed from Computer prior to its return, as PABS will not be held responsible for these items.
- v. Missing items must be reported within 48 hours of receipt, please call 0844 4141105.

### **For further information:**

Please visit our website: [www.pa-support.co.uk](http://www.pa-support.co.uk) for further details on drivers and frequently asked questions (FAQ's).



To affect warranty cover complete the section below and return along with your proof of purchase by either posting them to : **Warranty Department, PA Business Systems Ltd, Pathway House, 5-7 The Pathway, Hull HU1 1XJ** or by faxing them to us on : 01482 218236. Registration should be completed within 14 days of purchase **as no warranty can be processed without registration.** If you have purchased a large quantity of systems please call 01482 328607 for further advice on registration.



Company	Contact
Address:	Telephone:
	Email:
Postcode:	Fax:
Signature	(I agree to the terms and conditions above)
Machine serial number:	(Located on the back of base unit)
Model (e.g. PB, Advent, Compaq, HP):	
Dealers name:	
Purchase date:	