



WARRANTY TERMS AND CONDITIONS

- Your warranty starts from the day of your delivery. Your device will be under warranty for 12 months. Please keep a copy of your receipt as this will also be your proof of purchase and warranty.
- For the first 30 days starting from the date of your purchase, you have a period in which you can return the item for a full refund. The customer is responsible to return the item with the original packaging and the same condition as they have received the item. Damage during transit or before you return the item will negate the cooling off period. Customers are not eligible for a refund after the first 30 days of purchase.
- Your device is covered for parts for the first 60 days of purchase. After the first 60 days, you will need to pay if your computer requires new parts however the labour costs are covered for the full 12 months.
- Batteries, chargers, keyboards and mouse are covered for the first 60 days of your delivery.
- If the device is faulty during the time of your warranty, we will provide you with a pre-paid return label for you to return the product back to us.
- Refunds take up to 5 working days to be processed.
- If the device is faulty within the first 14 days of purchase, we will provide you with a prepaid postage label. However, after the first 14 days of purchase, the customer must return the item at their own cost. The customer can buy a prepaid postage label from us for £15. For international customers, the cost of the prepaid postage label is £25.
- When you return an item for a repair, HDD may be wiped and the operating system may be re-installed. This means that any information on your machine will be wiped off. Please make a backup of any important information you may have on your machine before you return it back to us for a repair.
- Please make sure to take out all the disks, dongles and any other accessories you may have on the item before you return it back to us as these may be lost during the repair.
- This is a refurbished product, which means it may use some very minor of usage however this will not affect the functionality of your device as all the products are tested and inspected by our professional technicians before they are dispatched to our customers.
- Please make sure to contact us if you have any problems regarding your item or if you would like to return the item back to us. Our customer service team will look to resolve your problem as quickly and efficiently as possible.
- Please ensure that a copy of your invoice is returned back to us with your item. It is your responsibility to make sure that the item is returned with its original packaging and paper work.
- By purchasing this product, you have agreed to all warranty terms and conditions.