

## Warranty Terms and Conditions

*Dear Bookstore customer,*

Your Refurbished laptop comes with 1 year Depot Warranty, which starts at the date of purchase.

**For all warranty claims, a copy of Original Receipt of Sale (showing the date and value) is required.**

A Depot Warranty means that in order for repair services to be rendered you must send your computer into a repair facility. The warranty of this laptop is issued by Refurble.

Please do not take this laptop back to the Bookstore for service, or with any technical questions.

To open a support ticket, visit [www.refurble.com/bookstores-help-desk](http://www.refurble.com/bookstores-help-desk)

### **Warranty Terms:**

If a hardware defect arises and a valid claim is received within the Warranty period, at its option, Refurble will either repair the hardware defect at no charge, using new or refurbished replacement parts, or exchange the laptop with a laptop that is functionally equivalent to the original one.

A replacement product assumes the remaining warranty. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Refurble's property.

Before you deliver your product for warranty service it is your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords. Refurble is not liable for any damage to or loss of any programs, data, or other information stored on this laptop. Recovery and reinstallation of system and application software and user data are not covered under this Warranty.

### **Warranty Exclusions:**

This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accidental drops, spillage, damage, misuse, abuse, modifications to the product, any software programs, upgrade/downgrade of the operating system or virus/malware.

Battery life is not warranted and will vary depending on product configuration and usage.

This laptop is NOT a gaming machine.

Please do NOT install a second antivirus program. The laptop comes with Microsoft Security Essentials preinstalled. Another antivirus program would compete for resources and adversely affect performance.

If you laptop comes with Windows 7, do NOT upgrade to Windows 10. This laptop may or may not work with Windows 10, but in either case Warranty is void upon upgrade or downgrade of the operating system.

*Thank you for your business!*