

Statement of Warranty

THIS AGREEMENT CONTAINS THE LIMITED WARRANTY AND TERMS AND CONDITIONS THAT APPLY TO ALL ARJAY LINES OF PERSONAL COMPUTERS/WORKSTATIONS/SERVERS AND SERVICES PURCHASED DIRECTLY FROM ARJAY COMPUTERS. THE TERM "PRODUCT" MEANS ARJAY-BRANDED HARDWARE DESCRIBED IN YOUR PURCHASE RECEIPT OR INVOICE. THE TERM "PRODUCT" DOES NOT INCLUDE SOFTWARE, NON-ARJAY-BRANDED EXTERNAL HARDWARE PERIPHERALS SUCH AS MONITORS, KEYBOARDS, MOUSE, PRINTERS, SCANNERS, ETC., AND THEIR RELATED DOCUMENTATION (COLLECTIVELY "ACCESSORIES"). PLEASE BE CERTAIN TO READ THE INDIVIDUAL WARRANTIES FOR ACCESSORIES CONTAINED WITH THE SYSTEM. YOU AGREE THAT THIS AGREEMENT APPLIES TO YOUR PURCHASE OF THE PRODUCT, ACCESSORIES AND SERVICES.

1. PRODUCT LIMITED WARRANTY; DISCLAIMER OF WARRANTIES.

A. DISCLAIMER OF WARRANTIES. THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THE PRODUCT. ANY IMPLIED WARRANTY IS LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD DESCRIBED IN SECTION 1(B) BELOW. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY ARJAY, ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS LIMITED WARRANTY.

B. STATEMENT OF LIMITED WARRANTY. ARJAY Personal Computers warrants to the **original** end-user that the Product (**excluding** Accessories) will be free from defects in materials and/or workmanship from the date of shipment for the period indicated on your invoice. **WARRANTY IS NOT TRANSFERABLE.** During the warranty period, ARJAY will, at its option: (1) provide replacement parts necessary to repair the Product or (2) replace the Product with a comparable Product **LESS DEPRECIATION**, upon its return. Any replacement parts or Products will be new or serviceably used, comparable in function and performance to the original part or Product, and warranted for the remainder of the original warranty. Purchasing additional parts or Products from ARJAY does not extend this warranty period. ARJAY Server Systems are covered by a 3-year limited warranty. ARJAY PC's and workstations are covered by a 3-year limited warranty. First year of warranty covers in-shop (not on-site) parts and labor. Parts only are covered by 2nd year and 3rd year where applicable. Used/Refurbished PC's coverage period varies and is stated on specification sheet & sales invoice.

C. LABOR & ON-SITE SERVICE. ARJAY Computers will provide labor to resolve Product warranty issues from the date of purchase for the period indicated on your invoice, and as long as you (the customer) depend on ARJAY for services & purchases. ARJAY Computers will provide on-site service at ARJAY's **normal on-site fee. ARJAY Computers does not perform on-site service without charge, in or out of warranty.**

D. ARJAY DOES NOT WARRANT ANY ACCESSORIES. Please refer to the individual warranty provided by the manufacturer of each accessory. Defective accessories including monitors, printers, scanners, or any other extra accessories/devices purchased with the system are covered by the manufacturers of those products. For example, if your monitor fails in use, you can call ARJAY or bring the device in for diagnosis. If it is determined the monitor is in need of repair or replacement, the manufacturer of the monitor takes responsibility of its coverage as stated on the manufacturer's warranty statement. We can be of assistance in shipment of the product and, if available, we can provide a loaner for the period you are without the defective product. **YOU ARE RESPONSIBLE FOR ALL SHIPPING & HANDLING CHARGES UNLESS OTHERWISE STATED.**

E. ARJAY DOES NOT WARRANT OR SUPPORT ANY SOFTWARE. Warranty for software such as operating systems, office suites, anti-virus software and any other software included with the system is provided by the manufacturer. The software is tested in good operating condition upon completion of system assembly. Help can be obtained through help-files and via the world-wide-web.

F. EXCLUSIONS. THIS LIMITED WARRANTY COVERS NORMAL USE. ARJAY DOES NOT WARRANT AND IS NOT RESPONSIBLE FOR:

1. **DAMAGE CAUSED BY FAILURE TO PROVIDE A SUITABLE INSTALLATION OR OPERATING ENVIRONMENT FOR THE PRODUCT AND/OR ACCESSORIES;**
2. **DAMAGE DURING SHIPMENT, OTHER THAN ORIGINAL SHIPMENT TO THE CLIENT IF ARJAY'S CARRIER IS USED;**
3. **DAMAGE CAUSED BY IMPACT WITH OTHER OBJECTS, DROPPING, FALLS, SPILLED LIQUIDS, OR IMMERSION IN LIQUIDS;**
4. **DAMAGE CAUSED BY A POWER SURGE OR A DISASTER SUCH AS FIRE, FLOOD, WIND, EARTHQUAKE, OR LIGHTNING;**
5. **DAMAGE CAUSED BY UNAUTHORIZED ATTACHMENTS, ALTERATIONS, MODIFICATIONS OR FOREIGN OBJECTS;**
6. **DAMAGE CAUSED BY ACCESSORIES;**
7. **DAMAGE CAUSED BY THE USE OF THE PRODUCT OR ACCESSORIES FOR PURPOSES OTHER THAN THOSE FOR WHICH THEY ARE CUSTOMARILY USED;**
8. **DAMAGE FROM IMPROPER INSTALLATION OR MAINTENANCE;**
9. **DAMAGE CAUSED BY ANY OTHER ABUSE, MISUSE, MISHANDLING, OR MISAPPLICATION;**
10. **ACCESSORIES OR OTHER PRODUCTS OR SERVICES OF COMPANIES OTHER THAN ARJAY;**
11. **DAMAGE CAUSED BY PROGRAMS, DATA, VIRUSES, OR OTHER FILES;**
12. **DAMAGE RESULTING FROM YOUR FAILURE TO BACK-UP YOUR DATA OR OTHER FILES**

G. OBTAINING WARRANTY SERVICE. To obtain service under this limited warranty, you must contact ARJAY Technical Support. You may contact ARJAY Technical Support via telephone or informing an ARJAY staff member at any ARJAY location to diagnose hardware issues. ARJAY will provide hardware diagnosis by one of these methods for no additional charge from the date of shipment for the period indicated on your invoice. After that period has expired, ARJAY may charge you a fee to diagnose hardware issues. If ARJAY determines that your Product or one of its parts is defective, ARJAY may authorize the replacement of a part or the Product. You may be asked to take your Product to an ARJAY location to obtain warranty service. ARJAY does not offer technical assistance over the telephone if it is determined the product would be more efficiently serviced at ARJAY's location of service.

H. ALL SALES FINAL. ARJAY Computers does not give refunds or full replacements of ARJAY computer systems. ARJAY computer systems are repaired & serviced by authorized & certified ARJAY technical staff. ARJAY will perform all efforts necessary to bring damaged or failed computer system components back to normal operating condition and will thoroughly test all components to meet original specifications .

SIGNATURE OF PURCHASER _____

DATE _____