



**Real Computer
Solutions**

Real Computer Solutions Warranty, Return, and Service Policy Warranty

- ❖ ***RCS offers a lifetime warranty on workmanship. If our workmanship is found to be faulty, we will fix at no additional charge for as long as you own your home.*
- ❖ *RCS provides a 30day warranty on all purchased parts, unless noted.*
- ❖ *Items under warranty may be repaired or replaced at RCS's discretion, and may require testing for a defect before a "replacement" is given.*
- ❖ *Manufacturer's warranty does apply to products purchased. However, RCS's does not warranty and/or guarantee the products directly, any services requested for warranty contact and coordination is billable, with a 1-hour minimum, additional charges may apply.*
- ❖ *Our warranty does not cover viruses, malware, spyware, misuse of the product, acts of nature, and/or terrorism. We also do not warranty products with any physical damage or product misuse caused by the customer.*

Product Returns

- ❖ *All returns are subject to a Return Goods Authorization. The original material MUST be returned in good, resalable condition, no exceptions!!!*
- ❖ *Original packaging and invoice are required for credits or refunds. Refunds will be given in the same form as the original payment. Credit cards need to be present at the time of refund. Refunds can take 10 to 15 business days to process.*
- ❖ *No Refunds or credit after 14 days from date of invoice.*
- ❖ *Opened software is non-returnable and non-refundable; it is the customer's responsibility to ensure software being purchased is compatible with their operating system and/or computer before opening or installing.*
- ❖ *CDs, DVDs and/or software found to be damaged or defective at time of purchase will be exchanged for like/same title only.*
- ❖ *Any special order items returned to the manufacturer are subject to that manufacturer's restocking policy and fee. Any returned box or product that is open, is subject to an additional restocking fee.*
- ❖ *All custom built computers require a 50% deposit which is non-refundable.*
- ❖ *Special orders may be subject to a higher restocking fee and or may not be returnable.*

Service Policy

- ❖ *Appointments are required for any on-site computer service.*
- ❖ *Please keep a backup of your data, since we cannot guarantee a full data recovery and data transfer, we will not be responsible for any data loss.*
- ❖ *Any computer or products that have been left in RCS's possession for a period of 30 days or more from scheduled appointment will be considered abandoned and properly disposed of.*
- ❖ *There is a 10 day waiting period for refunds on items paid by check.*
- ❖ *There will be a \$35.00 fee for all returned checks.*
- ❖ *Labor charges and freight are not refundable, nor can they be used for any other purpose.*

*** RCS Lifetime workmanship warranty is good for as long as you own your home and non-transferable.*

Real Computer Solutions Warranty, Return, and Service Policy

1. 30 Day Warranty on the purchase of parts, unless otherwise stated.
2. Please keep a backup of your data, since we cannot guarantee a full data recovery and data transfer, we will not be responsible for any data loss.
3. Appointments will have to be made for any computer services.
4. Any computer / products that have been left in RCS possession for a period of over 90 days from scheduled appointment will be considered abandoned and properly dispose of.
5. Items under warranty may be repaired or replaced at RCS's discretion, and may require testing for a defect before a "replacement" is given.
6. Manufacturer's warranty does apply to products purchased. However, RCS's does not warranty and/or guarantee the products directly, any services requested for warranty contact and coordination is billable at \$150.00 per hour, with a 1-hour minimum.
7. Opened software is not returnable; it is customer's responsibility to be sure if the software is being purchased is compatible with their operating system and or computer before opening or installing.
8. Damaged CDs/DVDs or software may only be exchanged for the same title only.
9. No Refunds or credit after 14 days of purchase.
10. All opened boxes / products are subject to a 15% restocking fee.
11. Original packaging and invoice are required for credits or refunds. Refunds will be given in the same form as of the original payment. Credit cards need to be present at the time of refund.
12. Our warranty does not cover any physical damage, viruses, malware, spyware, or misuse of the product, and/or acts of nature or terrorism.
13. All original materials MUST be returned in good resalable condition, no exceptions.
14. 50% deposit on all customer build computers is non-refundable.
15. Labor charges and freight are not refundable, nor can they be used for any other purpose.
16. There is a 10 day waiting period for refunds on items paid by check.
17. There will be a \$35.00 fee for all returned checks.
18. Special orders may be subject to a higher restocking fee and or may not be returnable.

Workmanship Warranty

Real Computer Solutions, Inc.

Warranty - Limited Lifetime

Workmanship

RCS, Inc will warranty against any defect of the workmanship on the mounting applications for life. RCS, Inc. will provide free of charge the required remediation to, or make whole, an installation

defect due to workmanship error regarding the mounting process.

It's simple... RCS, Inc. stands behind their work!

Real Computer Solutions, Inc. proudly stands behind its workmanship!

Warranty Exclusions

RCS, Inc. does not warranty any equipment and/or hardware. We refer all customers to the manufacturer's warranty. RCS, Inc. disclaims any liability for modifications and alterations to installation, not provided by RCS, Inc. RCS is not liable for any damages incurred due to acts caused by Force Majeure which result from war, riot, fire, lightning, flood, explosion, environmental and social disasters, changes in policy or restrictions or any other cause

beyond the reasonable control. RCS, Inc. is not responsible for product damages caused by operating out of accordance with the normal usage methods. **This warranty is non-transferable.**

RCS, Inc.



RCS, Inc. is proud of the work we do. Our trained professionals challenge themselves to go above and beyond all expectations. We are committed to providing our customers the best service available.

