



Island Computers US Corp - Terms of Warranty

This Limited Warranty applies in the United States Canada, The European Union, UK and all other countries to New and Refurbished Computer Products distributed by Island Computers US Corp.

Island Computers US Corp. warrants that the Hardware Product you have purchased is free from defects in materials or workmanship under normal use during the specified warranty period. The warranty period commences on the date of invoice, which is generated the day of shipment. This warranty extends to your company, the original purchaser, and is not transferable (unless specified in writing) to anyone who subsequently purchases the Hardware Product from you. All Hardware Products are "REFURBISHED or NEW" and carry a minimum warranty period of 1 Year (365 days from date of shipment to customer unless otherwise stated or is a special order or a Non-Transferable 30 days warranty to Resellers). Unless specifically quoted in writing, Island Computers will provide refurbished hardware. Most listed products are available as NEW Retail products and will be quoted per request (higher pricing than listed on our website will reflect this). Pricing on this website is for refurbished or reconditioned product, though in many cases may actually be new.

All warranties expire at time equipment is placed under manufacturer or other maintenance contract. Purchaser may elect either Island Computers 12 months Parts Warranty, purchase extended warranty for up to three years or Maintenance Eligibility Warranty if reselling. The maintainer assumes responsibility of all equipment sold by Island once put under contract. The equipment warranty is not transferable to maintenance provider unless otherwise agreed.

We do not honor any (implied) warranty when products are shipped on any shipper account other than Island Computers account.

Products must be shipped on Island Computers account in order that we may address obtaining damages/reimbursement for damaged or non-functioning products. We will to the best of our ability try to resolve issues with finding a local repair center or you may, at your expense, return products to us for evaluation. We will provide a quote for repair/replacement. After repair, we will provide pricing for shipping in order to avoid the same issues occurring again in transit. Failure to allow us to prepay and add will result in no warranty coverage again.

To return or exchange Refurbished product (s), you must call (or use the online return page if ordered online) Island Computers US Corp. at 912 786 8501 or toll free 877 636 4332 to receive a Credit Return Authorization or visit www.islandco.com and login with your account to start the RMA process. You must, at your expense, (unless otherwise agreed) ship the returned or exchanged product(s) to Island Computers US Corp. in their original packaging within 30 days and insure the shipment or accept the risk of loss or damage during shipment. The returned or exchanged product must be accompanied by a copy of the original invoice and a Credit Return Authorization Number (if applicable) must appear on the exterior of the package. Exchanges must be exchanged for products of equal value. We do not accept returns of products after 30 days for any reason. Island Computers US Corporation will attempt to collect charges for the failure to return products by all means necessary.

During the specified warranty period, Island Computers US Corp. will replace or repair the Hardware Product once it has been verified as the original product sold. This Limited Warranty does not extend to any Product not purchased from Island Computers US Corp. This Limited Warranty also does not extend to any Product that has

been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) by operation outside the usage parameters; (c) as a result of service by anyone other than Island Computers US Corporation or d) shipped via a non-Island Computer account. Island Computers US Corporation is not responsible for damage to or loss of any programs, data, or removable storage media, nor is Island Computers liable for any product rendered defective through non-approved shipping or physical abuse.

(Note: In the case of Software License issues, these are Non-Returnable and not covered by any warranty due to the complexity, security and issuance policies by HPE and EMUVM.)

Limitation of Remedy

Island Computers US Corporation is not liable for any damages caused by the Product or the failure of the Product to perform, including any lost profits, lost savings, incidental damages, or consequential damages. Island Computers US Corporation is not liable for any claim made by a third party or made by you for a third party. This limitation cannot be waived by or amended by any person. This limitation of liability will be effective even if Island Computers US Corporation. has been advised by you of the possibility of any such damages.

When using Island Computers warranty or if you have purchased our extended warranty, replacement products will be dispatched immediately; normally same business day. Holidays and Weekends will cause a 1 day delay. When you purchase a warranty extension from Island Computers, we will replace any defective product within that warranty period. Domestic customers will receive replacement products via Fedex or UPS **overnight** delivery. International customers will receive products via Fedex **International Priority** service (UK/Europe/Canada is 2 days assuming no customs delays) for the full warranty period. Island Computers may also elect to replace parts from a source local to you which will greatly expedite repair. Typically International customers do NOT have to return product, though this will be determined by Island Computers on a case by case basis. Island Computers is responsible for shipment return cost under our extended warranty agreement.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, ISLAND COMPUTERS US CORPORATION MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY & FITNESS FOR A PARTICULAR PURPOSE. ISLAND COMPUTERS US CORP. EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO THE TERMS OF THIS EXPRESS LIMITED WARRANTY.