

Cosmic PCs Terms & Conditions Machines & Repairs

- All new systems and parts carry 1 year RTB (return to base) warranty.
- The 1 year RTB warranty covers parts, labour and hardware only. Software faults, corruption and or conflicts caused by you (including 3rd party software) will be subject to charge at advertised rates.
- In a situation where a part needs to be replaced Cosmic PCs may at their own discretion replace this part with a comparable specification.
- If installation or reinstallation of an operating system or any other copyright software is required, Cosmic PCs will only do so on production of the original installation disks and appropriate licenses.
- The system should be booked in for a minimum of two days for warranty repairs to allow for full diagnostics and testing to be carried out. Where the customer is unwilling to allow this period of time Cosmic PCs will not be held responsible for any subsequent failure due to proper testing not being carried out.
- Cosmic PCs accepts NO responsibility for corruption or loss of personal data from the machine accepted for repair or diagnostics. It is the responsibility of the customer to ensure frequent and proper backups of valuable data are taken. Irreplaceable data can by special arrangement be cloned to external drive subject to the data being recoverable and the usual fee being paid in advance for data recovery.
- All pre owned systems come with a 90 day RTB warranty 30 days are parts and labour and the remaining 60 days are labour only.

Components Warranty and Returns

- All components are supplied on the understanding that the fitting is carried out by a competent person.
- All items are subject to testing before returning, any components not found to be faulty will be subject to a testing charge and any items that have been damaged due to neglect or misuse will not be considered for return.
- Microsoft (TM) Operating systems (retail) are supported by Microsoft (TM)
- Any component returned as not suitable or incompatible must be returned with all the original packaging and documentation and non scratched driver disks within 7 days of purchase they must be accompanied with receipt or invoice and WILL be subject to 20% restock fee.

(Statutory rights are not affected)