

## Terms and Conditions

**Terms and Conditions for Personal Computers and Repairs** When a PC is returned to us for inspection or repair it MUST be returned with all its packaging, drivers and instruction books (including software licenses) and the receipt. The 1 year warranty is a back to base warranty, covering hardware, parts and labour only. Software faults, corruptions and conflicts will be subject to a charge. Corruption of the operating system caused by 3rd party software, hardware or user error is subject to a minimum £35.00 charge. Where a part requires replacement Slorry Computers may at their discretion replace this part with an alternative of similar specification. Where a system requires installation and reinstallation of an operating system or other copyright software, Slorry Computers will do so only on production of the software license and original installation disks. Where a customer returns a system for repair or testing, the customer will be responsible for delivery to and collection from, our premises. Systems should be booked in for a minimum of two days to allow proper diagnosis and testing to be carried out. Where the customer is unwilling to book their system in for this period, they do so at their own risk as we cannot test the machine fully before returning it. Slorry Computers accepts no responsibility for the loss or corruption of any data from systems accepted for repair. Irreplaceable data must be back up or specialist arrangements sought to recover it for which the customer bears sole responsibility. Any systems booked in for repair and not found to have the specified fault, a minimum of £25.00 will apply.

**Terms and Conditions for Component Warranty Returns** All components are supplied on the understanding that a qualified engineer will fit them. Items must be returned complete with all cables and accessories in full packaging with the original invoice. All items are subject to testing before replacement, any goods not found to be faulty will attract a minimum charge of £25. Any items found to be faulty within 7 days of purchase will be replaced or refunded at the current price. Items older than 7 days will be replaced for stock if available or returned to the manufacturer for inspection and replacement. Monitors, printers and scanners as well as some other items are subject to external warranties and will not be replaced in store. After purchase customers should complete the warranty registration card in the packaging and return it as directed. Operating systems (retail) are not covered by Slorry Computers; our OEM installations are covered for 14 days. This warranty shall not cover software corruption or conflict caused by 3rd party software. Self built systems, which are returned for configuration, or fault finding are subject to a minimum charge of £25. Any component returned as not suitable or incompatible must be returned complete with all packaging and documentation within 7 days of purchase. Goods accepted for return are at the company's discretion and subject to a 20% restocking charge.