



Rudolph, Jerry

Can you send me details on the 5 year warranty?

10:41 AM (25 minutes ago)



David Carlson

to me

10:59 AM (8 minutes ago)

Sure,
Basically we cover any hardware aspect from failure during normal use. We don't cover software, batteries or misuse. All repairs will need to have an RMA issued. Basically you call or email us let us know the serial number and what the issue is. If it's a failed part that can be easily replaced like a hard drive optical drive memory etc. we can send you the part at no cost to you. If it's a motherboard we would fix and or replace the unit free of charge. We cover shipping both ways and any part we need to have return we also would pay to ship. Attached is the warranty doc that will be with your units. If you have any questions let me know. If you have a special requirement let me know and we can see if we can fulfill.

David

From: Rudolph, Jerry [mailto:rudolphj@nbcusd.org]

Sent: July-19-18 11:42 AM

To: David Carlson

Subject: Re: Computer Quote 1160718