

Computers for the Blind

Limited Warranty for Computers Purchased

Definitions

1. "Computer System" or "System" defines all the parts, operating system, and software that we provide as part of your order. This includes some or all of the following: the main desktop computer or laptop, power adapter, power and video cords, monitor, keyboard and mouse, speakers, and any peripheral(s) that originated from our Center. Unless noted below, all parts of the "computer system" are covered under this Warranty.
2. "Our", "We", or any form of such refers to Computers for the Blind and affiliated persons.
3. "You" is defined as the actual person that is the recipient of the placed order, whose information is recorded in our system. This Warranty is non-transferable and cannot be claimed by anyone other than the original recipient.
4. "Non-functioning" is defined by any part of the Computer System failing to perform as intended.

Warranty

Computers shipped by Computers for the Blind are covered under this Warranty. These computers are refurbished, meaning any original Manufacturer's Warranty has expired. By ordering a computer system from our organization, you agree to the terms listed herein and the contents become a binding agreement. If you do not agree with any of the terms, you can return the system, and all the parts included, to cancel the agreement and receive a refund, as described below.

This Warranty document is divided into sections describing the various coverages that are provided. If any part of the computer system that is covered herein becomes "non-functioning", you are entitled to Warranty service, at no cost or minimal cost to you, as defined by this Warranty.

Arrival of Computer System

We inspect each system before it ships, and guarantee it to be in good, working condition upon leaving our Refurbishing Center. Aside from a few exceptions listed below, if any part of the computer system arrives non-functional, you are entitled to repairs or exchanges to remedy these failures. This includes damage during shipping or errors in the build process. Exceptions will be reviewed on a case-by-case basis, and we will determine if we can provide support for failures within these scenarios.

1. We cannot guarantee charge capacity for laptop batteries. We test that they will continue to hold a charge when the laptop is unplugged, but we cannot test for how long this charge will last. If you received a battery that is dead-on-arrival, which means that it does not hold any charge when unplugged, you have 30 days after ship date to notify us to receive a replacement. After this time, we do not cover any problems related to battery charge.
2. Preexisting imperfections on systems we build are normal, as we ship refurbished computers. These problems may include, but are not limited to: damage that doesn't affect performance, non-functioning USB ports, non-functioning internal components, acceptable pixel failure on monitors, etc. Non-functioning parts as described here will be noted on documentation included with the system and are not covered by the Warranty.

You have 60 days from the original date of shipment to return the computer system for a full refund. You will be required to return all parts of the system within that timeframe for a refund to be processed.

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First Year of Ownership

During the first year after the original ship date, this Warranty covers issues or defects from normal use. Aside from a few exceptions listed below, if any part of the computer system becomes non-functional, you are entitled to repairs or exchanges to remedy these failures. Exceptions will be reviewed on a case-by-case basis, and we will determine if we can provide support for failures within these scenarios.

1. If the system becomes non-functioning due to neglect or abuse, the Warranty may become void. We reserve the right to refuse Warranty service on any systems that we determine to have been subject to influences that exceed normal wear-and-tear or that have been subject to an excess amount of damage.
2. Changes to the operating system or included software are not covered. We install a set of software useful to you, which may contain licenses or customized settings. If this software is removed, the computer wiped, or the Operating System reinstalled, the Warranty may become void, and we may be unable to reinstall or reactivate software.
3. The parts of the system that are non-functioning are not original parts that were shipped by us. We make no restrictions on how you upgrade the system configuration, but if these changes are the source or cause of the failure, the Warranty may become void.
4. We cannot provide any support on parts or software that was not originally shipped by us.

Obtaining Warranty Service

To initiate Warranty service or a refund, the first step is to contact us using the numbers that follow. For Warranty service, we will determine if the issue is covered, and if so, whether we can provide support over the phone, or if the system needs to be returned to us. CFTB installs software on every system that contains a unique id and key that allow us to remotely control the system, with or without user involvement. This allows us to diagnose problems when the user may not be able to help us connect more easily. This can be disabled at any time by the user. If it needs to be returned, you will be required to send any parts back that we request. We can provide a shipping label, if needed. We will always attempt repairs first, and if unsuccessful, we will send a similar model for replacement. If you request a refund, you are required to ship back the entire system within 15 days of the request.

After the Warranty has expired

This Warranty coverage expires after a year after the original ship date. At that time, we provide low-cost support options to help resolve issues you may be having. Please refer to the following options:

1. Over the Phone Support – To diagnose issues over the phone, the fee is \$25. This includes remote connection sessions and any steps to resolve the issue. If we determine that the issue cannot be resolved remotely, we may recommend returning the system.
2. In Person Diagnosis – If we recommend, the computer can be returned to us for in-person diagnosis. The fee for this service is \$60. (\$25 fee for phone support is applied towards this fee, if paid) This fee covers our time to review and complete the repair, and is non-refundable.
3. Repair/Replacement – If the issue can be resolved by us, we may charge for any parts that are necessary to complete the repair. You will have the option to accept or reject this service.

Getting Warranty Service

To obtain Warranty service or to request refunds, contact:

Technical Support at help@computersfortheblind.org or by calling (214) 340-6328, option 4