

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.

This Warranty document is divided into sections describing the various coverages that are provided. If any part of the computer system 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 battery life for laptop batteries. We test that they will hold a charge to keep the laptop from shutting down when the power adapter is removed but cannot test how long the charge will last. We will cover batteries for 30 days after shipment, after which they have no warranty. Within these 30 days, we can only replace batteries that will not charge.
2. Preexisting problems 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 before a refund will 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 is not covered. We install the software necessary for accessibility and if this software is removed, the computer wiped, or the Operating System reinstalled, the Warranty may become void.
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. 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 30 days of 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 will recommend returning the system.
2. In Person Diagnosis – If the issue cannot be resolved over the phone, the computer can be returned to us for in-person diagnosis. The fee for this service is \$50. (\$25 fee for phone support is applied towards this fee) This fee covers our time to review and determine what the issue is.
3. Repair/Replacement – If the issue can be resolved by us, the cost for repair/replacement is \$25 plus the cost of parts. 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

or

Customer Service at service@computersfortheblind.org or by calling (214) 340-6328, option 1