

# Warranty Information

All Premium Recertified™ equipment is in good to excellent condition (unless otherwise noted), carries our 90-day hardware warranty, and is refurbished (tested and cleaned) by our trained Premium Recertified™ technicians. Our technicians run meticulous hardware diagnostics and thoroughly inspect every recertified product. Items with remaining manufacturer warranties are covered by the manufacturer as the primary service provider.

**The warranty begins the date the order is delivered and ends 90 days after delivery date.** In the rare event a hardware problem occurs during our warranty period, please email the Premium Recertified™ Customer Service department at [cs@irecertify.com](mailto:cs@irecertify.com). If it is determined that your product should be returned, an RMA # is required. You must email a description of the hardware problem to obtain a Return Merchandise Authorization (RMA). This email automatically starts a support ticket. The ticket closes when the issue has been resolved. The Premium Recertified™ warranty only covers repair service provided at our location. Items arriving for RMA service must: a) be repackaged properly, insured, and include all original items (AC Adapters, power cables, Keyboards, Mice, bundle items, etc.) b) have the RMA# visible on the outside of each package c) have an RMA shipment tracking # emailed to Customer Service before the warranty expiration date. Failure to follow all of these steps can render your equipment ineligible for repair and may void the warranty. If any items are not returned that were original, shipping fees may apply. RMA service covers parts and labor. RMA services DOES NOT cover software issues, such as corruption of the Operating System or software incompatibility. RMA services also DOES NOT cover data recovery in the case it is corrupted, becomes corrupted during repair or is otherwise unable to be accessed. Please backup your data prior to RMA service. iRecertify is NOT responsible for data loss or transfer. Our warranty is

voided if: a) authorized RMA # is never issued b) item is not in original condition c) item has been serviced by a 3rd party d) issue is the result of accidental or liquid damage. You will be responsible for paying your own shipping costs to and from our repair center. Shipping costs are non-refundable. It is strongly advised that you purchase insurance on the shipments. iRecertify is NOT responsible for any issues that emerge from the carrier of your shipment.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, IRECERTIFY WILL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM PERFORMANCE OF ANY REPAIR SERVICES, INCLUDING BUT NOT LIMITED TO LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, OR CORRUPTION OF DATA; OR ANY COSTS OF RECOVERING, PROGRAMMING, OR RESTORING ANY PROGRAM OR DATA STORED OR USED WITH YOUR PRODUCT AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON YOUR PRODUCT. IRECERTIFY SPECIFICALLY DOES NOT WARRANT THAT IT WILL BE ABLE TO (I) REPAIR OR REPLACE YOUR PRODUCT WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, AND (II) MAINTAIN THE CONFIDENTIALITY OF DATA. IF ANY PRODUCT SHOULD BE DAMAGED OR LOST WHILE IN IRECERTIFY CUSTODY, IRECERTIFY LIABILITY WILL BE LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE AFFECTED PRODUCT. OTHERWISE, IRECERTIFY LIABILITY FOR ANY AND ALL DAMAGE SHALL IN NO EVENT EXCEED THE PAYMENTS RECEIVED BY IRECERTIFY FOR SERVICES PROVIDED PURSUANT TO THESE TERMS. THE REMEDIES SET FORTH HEREIN SHALL BE YOUR SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH BY IRECERTIFY UNDER THESE TERMS AND CONDITIONS. IRECERTIFY IS NOT LIABLE FOR LOSS OR CORRUPTION OF DATA OR YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION OR REMOVABLE DATA. BEFORE YOU SEND IN YOUR PRODUCT FOR ANY REPAIR SERVICE, YOU SHOULD MAKE A BACKUP COPY

OF YOUR DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION AND REMOVABLE MEDIA SUCH AS CDS OR PC CARDS.

**Limitation of Liability**

iRecertify shall not be liable for any special or consequential damages that result from the use of, or the inability to use, the materials on this site or the performance of the products, even if iRecertify has been advised of the possibility of such damages. Applicable law may not allow the limitation of exclusion of liability or incidental or consequential damages, so the above limitation or exclusion may not apply to you.