

# CERTIFIED PRELOVED™ DISTRIBUTOR WARRANTY

## Warranty Information

All Certified Preloved™ Apple 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 Apple Certified technicians. Our technicians run meticulous hardware diagnostics and thoroughly inspect every computer. Items with remaining Apple Limited or AppleCare Extended warranties are covered by Apple as the primary service provider. Computers ship with a MAC operating system loaded (the version of the OS is denoted in the title of each listing). OS disks or flash installers are not included. Notebooks include an AC adapter and good working battery that has passed the Certified Preloved™ test for recertification. Desktops include a power cord and a new 3rd Party brand wireless keyboard and mouse.

The warranty begins the date the order is delivered. In the rare event a hardware problem occurs during our warranty period please contact the Certified Preloved™ Customer Service department at 801-969-0842 during normal business hours of 9am-5pm MST Monday thru Friday, or via email to [warranty@certifiedpreloved.com](mailto:warranty@certifiedpreloved.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 Certified Preloved™ 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 any of these steps can render your equipment ineligible for repair. If any items are not returned that were original shipped 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. Our warranty is voided if authorized RMA: a) # is never issued b) is not in original condition c) has

been serviced by a 3rd party d) is the result of accidental or liquid damage. Please backup your data prior to RMA service. Certified Preloved™ is not responsible for data loss or transfer. **Warranty not valid outside of the United States.**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, CERTIFIED PRELOVED™ 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. CERTIFIED PRELOVED™ 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 CERTIFIED PRELOVED™ CUSTODY, CERTIFIED PRELOVED™ LIABILITY WILL BE LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE AFFECTED PRODUCT. OTHERWISE, CERTIFIED PRELOVED™ LIABILITY FOR ANY AND ALL DAMAGE SHALL IN NO EVENT EXCEED THE PAYMENTS RECEIVED BY CERTIFIED PRELOVED™ FOR SERVICES PROVIDED PURSUANT TO THESE TERMS. THE REMEDIES SET FORTH HEREIN SHALL BE YOUR SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH BY CERTIFIED PRELOVED™ UNDER THESE TERMS AND CONDITIONS. CERTIFIED PRELOVED™ 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**

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