

Recertified Product Limited Warranty & Initial Setup

A. Limited Warranty

Definitions:

- i. **Product** – the laptop, desktop, tablet, display, projector or All-in-One purchased from an Authorized Reseller.
- ii. **Authorized Reseller** – retailer who purchased product directly from PlanITROI Inc.
- iii. **Purchaser** – individual consumer who holds the warranty.

The Product you have purchased from PlanITROI Inc. or an Authorized Reseller in the United States is to be free from defects in workmanship under normal use during the Limited Warranty period of 90 days with exception of batteries which has a warranty of one year. The Warranty period commences on the date of purchase. The Purchaser's original purchase invoice (sales receipt), showing the date of purchase of the Product is proof of the purchase date. The warranty extends only to the purchaser of the product and is not transferable, to anyone who subsequently obtains the Product from the Purchaser. The Warranty does not extend to accessories or otherwise expendable parts. During the Warranty period all necessary repairs to the product are made with factory refurbished parts. In the event that the Product exhibits a defect in workmanship within the Warranty period, PlanITROI Inc. will facilitate the Warranty services applicable to the Product. All exchanged parts and products replaced under this Warranty will become property of PlanITROI Inc. In the event that an exact replacement is not available, the defective part or Product will be replaced with a comparable part or Product of equal or greater value. Defective Products must be returned by the Purchaser to the designated authorized facility for repair. This Limited Product Warranty does not provide repair services at any location other than the company's authorized repair facilities.

B. Warranty Limitations

This Limited Product Warranty does not extend to any product not purchased from PlanITROI Inc. or an Authorized Reseller. This Limited Product Warranty does not extend to any Product which has been damaged or rendered defective: (a) as result of the use of the Product other than for its normal intended use, failure to use the Product in accordance with the User's Manual that accompanies the Product, or other misuse, abuse, or negligence to the Product (b) by the use of parts not originally included with the system at the point of sale (c) by modification of the Product (d) as the result of repairs by someone other than an authorized repair facility (e) improper transportation or packaging when returning the product to the authorized repair facility or (f) improper installation of third-party parts. This Limited Product Warranty does not extend to expendable parts, accessories, or cosmetic parts. Expendable parts, accessories, and cosmetic parts are those items that are not specifically invoiced or that during the course of normal Product usage will require periodic replacement (plastics, mouse, cables, etc).

THE COMPANY MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL AND THE COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. TO THE EXTENT ALLOWED BY THE LOCAL LAW OF JURISDICTIONS OUTSIDE THE UNITED STATES, THE COMPANY DISCLAIMS ALL IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FOR ALL TRANSACTIONS OCCURRING IN THE UNITED STATES, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO THE PURCHASER. FOR CONSUMER TRANSACTIONS, THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO THE PURCHASER.

PlanITROI Inc. is not responsible for damage to or loss of any programs, data, or removable storage media. The Purchaser is responsible for saving (backing up) any programs, data or removable storage media.

Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages for consumer products, and some states and provinces do not allow limitations on how long an implied Warranty lasts. In such states and provinces, the exclusion or limitations of this Limited Product Warranty may not apply to the Purchaser. This Limited Product Warranty gives the Purchaser specific legal rights. The Purchaser may also have other rights that vary from state to state. The Purchaser is advised to consult applicable state and provincial laws for a full determination of their rights.

C. Obtaining Warranty Repair Service

If the Purchaser is located in and also purchased Product that is covered by Warranty service in the United States (fifty (50) states and District of Columbia), the Purchaser is entitled to Mail-In service during the Warranty period subject to the following terms and conditions:

1. Before calling Technical Support, please run the hardware diagnostics using the troubleshooting guide. This will help us provide you with better quality support. To access the guide:
 - a. Control Panel>All Control Panel Items>Troubleshooting
2. If you are unable to resolve your issue, you may contact us via the contact information at the bottom of this page.
3. If a repair is necessary our Support team will advise you to complete a Return Merchandise Authorization (RMA request) and provide instruction on where to send your product for service. You must follow all RMA policies and procedures. You must prepay shipping charges, export taxes, customs duties, and taxes or any other charges associated with transportation of the Product. In addition, you are responsible for insuring any Product shipped or returned. You assume the risk of loss during shipment
4. Use the original shipping and packing materials and include a description of the Product symptom. The RMA number must be noted on the exterior of the shipping container.
5. You must provide valid proof of purchase. Service options are subject to change without notice.

D. INITIAL SETUP

Before turning on your computer, plug the unit into a power outlet and make sure to connect all accessories. For laptops, install the battery (make sure the battery is properly aligned with the guides to avoid damage to the pins) and for desktops, connect the mouse, keyboard and monitor. Only press the power button once after all accessories are connected. Let the computer completely load to the Windows setup screen before turning off.

USER MANUALS: Manuals are located on the hard drive and can be accessed using the steps below:

- Acer: Start>All Programs>Acer System>User Guide
- eMachine: Start>All Programs>eMachines>eMachine Documentation
- Gateway: Start>All Programs>Gateway Documentation

RECOVERY DISC OR DRIVER/APPLICATION DISC: To create a Recovery Disc or Driver and Application Disk, follow the steps below:

- Acer: Start>All Programs>Acer>Acer Recovery Management
- eMachine: Start>All Programs>eMachines>eMachines Recovery Management
- Gateway: Start>All Programs>Gateway>Gateway Recovery Management

TECH SUPPORT SITES: Acer Product: <http://support.acer.com/> Gateway: <http://support.gateway.com/support/default.aspx>

For Additional Support: Email Service@AcerRecertified.com
Phone Support Toll Free: (844) 433-8476

Scan for Support Information

