

Showtime Computer Terms and Conditions

General

Showtime's Preferred Customer Card offers extra discounts. Customer's qualities for a preferred customer discount card after your first purchase. Showtime Computers offers in-store extended warranty. Showtime Computers offer limited training only on products sold or integrated by Showtime. New Computer Systems are sold with one-year warranty on parts and labor. Meaning: If a part goes bad within warranty period we will replace it and configure your system at no cost to you. Labor does not include reinstallation or reconfiguring devices as a result of customer misuse or as a result of usage or installation of software or extra hardware that causes the OS to dysfunction. A minimum labor charge is normally required. Showtime Computers' offers phone technical support for 5 minutes per phone call. If longer time is required, customer is kindly asked to consider purchasing private lesson certificates. Cost is in store: \$30 for 35-minute intervals, Onsite: \$95 for 1-hour intervals. Purchase of computer products does not in any way include Showtime Computers' experts' time. Time spend on assessing customer's need is the only free time offered. Service and training contracts are available at additional cost. Free Installation of new components purchases for upgrade on a computer built by us. All include one year onsite warranty.

Warranty

Invoice or proof of purchase required, failure to provide proof of purchase delays service. No warranties apply to working or physically damaged components. If you are not sure about the cause of your problem, we will provide you with free limited technical assistance on parts bought at Showtime Computers. For parts bought elsewhere charges apply. Manufacturer's warranty applies to all products sold. Showtime Computers honors warranties (in-store). DOA products are exchanged instantly. Instant replacements only within 5 days of purchase, after 14 days product has to go back to manufacturer with approx. 2 to 3 weeks to process.

Complete systems carry one-year warranty on parts and labor involved in replacement. No warranties on software compatibility issues, user's ability to properly operate system, or improper usage or loading of software. Showtime Computers provides customers with a free reinstallation of operating system and drivers one time only. Min. service charge of \$59-\$119 applies thereafter. Excessive dusty operating environments voids warranties on moving parts (fan, power supply, etc.).

Memory & CPU's:

Under the same limitations referred to above, memory has one-year warranty unless otherwise specified. All Individual parts have a parts warranty only. No labor warranty is expressed or implied. Any part returned for warranty testing and replacement, if necessary, must be removed from your computer. Any person returning parts for warranty testing while still installed in their computer will be subject to a labor fee for any services performed... Please do not remove warranty tags off items. Tags help us identify components

Return Policy

Electronic components' prices change very frequently. A newer product causes a price drop on an earlier version of that same product within a few days which makes returns of products for full credit very difficult after 14 days. Our trade in policy takes care of such issues. Please read.

- 1) Absolutely no refunds without original receipt. No refunds on labor.
- 2) Hard Drives, Software, and CPUs & Memory: All Sales are final and subject to Buy Back policy.
- 3) Buyback policy allows us to purchase product at 40 to 60% of current published price after 30 days if not physically damaged.
- 4) No refunds on physically damaged components.
- 5) Most Other Parts: Refunds may be issued for most other items returned within 14 days of invoice date, provided items are in unused/unopened condition, and the original packing materials are in factory saleable condition. A restocking fee of 20% of the purchase price will be applied to items not conforming to the above conditions. However, items returned without their original accompanying software (if applicable) may be exchanged for same only - no refunds. Items sold with limited warranties, or as 'AS IS - NO REFUND' clearance items, are non-refundable.
- 6) Computer Systems & Laptops are always subject to a 15% restocking fee. Computer Systems may be returned for a refund within 7 days of purchase. Additional fees will be assessed for systems missing items or damaged.
- 7) General: Labor, shipping, handling charges, customization fees and all fees for non-cash sales are non-refundable. Fees for non-cash sales are defined as the service fee Showtime Computers pays to its processing agents for credit card transactions and check verification, typically 1.5% to 3% of the total.
- 8) If shipping an item back please obtain a return authorization number (RMA) by calling or e-mailing us at RMA@showtimepc.com. RMA's are valid for 14 days from issue date. Products shipped without a valid RMA number on the outside of the package may be rejected or delayed in processing.

Trade-in and (Buy Back) Policy:

Components and systems can be traded-in or bought back. Showtime Computers reserves the right to refuse trading-in components or systems not from us. Systems and components purchased at Showtime.

- 1) Computers: for up to 60% of current sale price depending on age and shape. And will be assessed individually. Systems built by Showtime are accepted for trade-in.
- 2) Purchased elsewhere: up to 50% of current price.
- 3) Obsolete or defective items cannot be traded-in.
- 4) Better trade-in value with new purchases.

