

Computer System Warranty

The Computer Wizard (TCW) backs-up every complete Computer System with a Free Parts Replacement and labor warranty for 1 (one) year, excluding user damage and other provisions noted in this warranty. Service by anyone other than TCW or the installation of non-TCW-supplied components voids the warranty. Optional On-Site Warranty Service is available for every complete computer system purchased from TCW.

Components

All bare-bones systems and computer parts purchased separately, even those without an expressed manufacturer's warranty, are automatically warranted by TCW to the original purchaser against defects in materials and workmanship for a period of 1 (one) year from the invoice date. Computer components purchased separately, with an expressed manufacturer's warranty, are warranted by TCW for the first 30 (thirty) days and after thirty days, by the individual manufacturer warranty only. This includes monitors, keyboards, printers and other peripherals purchased with or without a system. After 30 days, all service and support for manufacturer warranted components is provided by the individual manufacturer's warranty only.

Support and Warranty Service

In the event that a problem or failure occurs with your computer system or component, please call **The Computer Wizard at 972-781-0011** immediately. Technical Support Representatives will assist you in determining the malfunction and if repair service is required. If a component replacement is required you will be provided with shipping instructions to TCW Repair facility.

For return shipping service please follow the guidelines below:

- Remove any non-original components from the computer.
- Pack the computer or component securely in a double carton to avoid shipping damage.
- Include a detailed description of the problem.
- Include a copy of the purchase invoice.
- Insure the shipment.
- Write the RMA (Return Merchandise Authorization) number given to you by the technician on the carton.

The system or component must be shipped prepaid or hand-delivered to TCW at:

**The Computer Wizard
3131 Custer Road, Suite 175
Plano, TX 75075**

It is the customer's responsibility to make all shipping arrangements. Upon repair or replacement it will be shipped back to you prepaid at TCW's expense.

Service charges and additional fees may apply in the following situations:

- Virus scanning and virus damage repairs.
- Damage from any acts, neglect, misuse, fault or customer error.
- Malfunctions due to software, set-up problems, or customer error.
- Damage from installation of third-party hardware.
- Re-Installation of software or resetting of CMOS.
- Missing items such as cables, disks, manuals, etc.
- Failure to follow TCW guidelines on our [Tips and Tricks](#) page and our [Good Things, Bad Things](#) page.
- Failure to connect system to a TCW-approved surge protector (with modem protection connected).

Other than the above, The Computer Wizard makes no representations or warranties whatsoever, express or implied, in connection with this agreement, including specifically any warranty or merchantability, or warranty of fitness for a particular purpose. The Computer Wizard assumes no responsibility for incidental, consequential, or other damage arising from a hardware failure.