



Terms & conditions:

1 Compatibility

- PC Zone Computer has limited information regarding compatibility due to the rapid change in technology, so customers are encouraged to do their own research first
- (a) Compatibility between all hardware or software products is not guaranteed. No replacement or refund will be available for incompatibility problems
- (b) Latest hardware or software tends to have high chances of incompatibility issues. Please check with the manufacturer that all compatibility issue have been resolved prior to purchasing.
- (c) It is the customers' own responsibility to ensure compatibility issues between all hardware or software is resolved prior to ordering/purchase.

2 Return and Refund

- (1) Please choose carefully. No refund will be made if you change your mind after purchase.
- (2) PC Zone Computer DO NOT accept returns for refunds, credit or exchanges based on incorrect, incompatible or unsuitable goods, please select your goods carefully before placing your order
- (3) No upgrades or exchange is provided due to customer does not satisfy with the performance or any other reasons

3 Warranty

- **Warranty on all products sold is considered null and void under one (1) or all of the following conditions**
 - (a) Prove of Purchased:
 - (1) No original proof of purchase/receipt
 - (2) Warranty seal is broken or tempered
 - (b) Products Conditions:
 - (1) Warranty will be voided if a defect is not the fault of the manufacturer, or if the defect is due to mishandling modification, tampering, abuse, physical damage, improper installation or use, or caused by power surge/ electrical faults/lightning strike.
Products returned showing evidence of user induced damage, over clocking or modification will be denied warranty claims. This includes improper installation of CPU heat sink, scratches on motherboard, removal of fan/heat sink, cutting of cables, soldering components and use of a non - genuine heat sink and fan
- **DOA - Death of Arrival**

PC Zone Computer has a 7 (seven) days DOA (Dead on Arrival) period, whereby if a product is found to be DOA, we will provide instant replacement, subject to our testing before approval. Customers must contact us within this 7 days period in order to claim this DOA replacement. However the goods returns must be in in good conditions as stated above clauses. No scratches, full retail packaging and with all the peripherals included. NO Physical damage is allow for DOA Claim. As all claims must comply with our clauses.
- **Period of Warranty:**
 - (1) All products sold by PC Zone carry a different period of warranty base on the products purchase and is return to base
 - (2) Some products offer an extended limited warranty, whereby customers may be required to register the warranty with the manufacturer. Please refer to manufacturer's website for more information.
- **Direct Warranty:**
 - (1) PC Zone does not handle warranty returns for products that already provide a direct manufacturer to customer warranty service. These products include, but are not limited to printers, scanners, laptops & monitors
- **Warranty Claims:**
 - (1) Products returned for warranty claims will be repaired or replaced by the manufacturers. No financial refund will be provided under any circumstances
 - (2) Products within the warranty period which have been discontinued by manufacturer shall be replace to a similar product, or a credit will be given at the current market value.
- **RMA Processing Time (Return Merchandise Authorization)**

The time it takes for us to send you the replacement products depends on several factors.(1) What kind of products (2) What caused the defects? (3) How fast our vendor/manufacturer would send us the replacement. (4) Whether it's a repair or a replacement. (5) How long have you received the product?

 - (1) PC Zone will not be responsible to keep any warranty returns sent to us that is unclaimed or has not been picked up for any longer than 1 month

4 Limitation of Liabilities

PC Zone Computer's limit of liability for any claim under this warranty policy is the cost to repair or replace the covered product in accordance with the terms of this warranty agreement, not to exceed the purchase price actually paid for the product and agreement. Please note that under no circumstances is PC Zone jointly or severally liable for any of the following:

- (a) Third-Party claims for losses or damages;
- (b) Loss of, or damage to, records, files or data; or

PC Zone's is not liable for any loss or corruption of data or your confidential, proprietary or personal information.

Customer are strongly advice to back up a copy of your data and remove from your systems for any confidential, proprietary or personal information.

- (c) Special, incidental, indirect, or consequential damages(including lost revenue, profits or savings)
- (d) Lost or damages due to theft, accident and any natural disaster during the period of service.

5 Software Legalisation

PC Zone is not responsible and will not install any illegal softwares for the system send in for repair.

Any software provided by the customer to be installed on the customer computer, will be the responsibilities of the customer, the customer will assume full responsibility for the installation. It is client responsibilities to comply with with the terms of use, distribution, duplication and other requirement needed.

6 GENERAL POLICY/DISCLAIMERS

- (a) As there maybe misprints or omissions due to human errors, we reserve the right to make changes and corrections in prices, products and specifications without notice.
 - (b) We are not responsible for typographical errors. Manufacturer's specifications subject to change without notice Information as well as pictures and HYPERLINKS contained throughout our price list websites are only to be used as a point of reference. It may not reflect the exact final product
 - (c) We do not own or publish the content of the respective manufacturer's website therefore the products we carry may sometime be different in content as well as technical specification as described by the links. If unsure and you have a specific requirement for a product please contact our sales team to confirm it otherwise we can not be held liable for any incorrect information supplied by the links on the website.
 - (d) PC Zone Computer reserve the right to withdraw any products or specials listed on its price list / website and to
 - (e) update prices and stock availability according to the market condition without notice
- These Terms and Conditions of Sales are subject to change without notice

7 Service Charge

PC Zone will not charge any chargers to the customer for the systems purchased within one (1) year for any of the hardware claims which under warranty period. Charges shall be applied to the customer after one (1) year period and system that not purchase from PC Zone Computer.

- (a) Any software configuration, settings and installations carried out and demonstrated to the customer as working correctly is from that stage of complete task. If the similar fault occurs after (14)days, they will treated as chargeble and will form a new contract of service.
- (b) There are no warranties for computer repair that involves software issues, virus and spyware problems
- (c) If you have not claimed your systems and paid all chargers due within sixty (30) days after being notified by Pc Zone Computer your systems has been repaired, Pc Zone will consider your systems abandoned.