

IT Supply Guy Warranty Statement

Terms of the Warranty

This warranty applies to products purchased from IT Supply Guy at itsupplyguy.com. If your product does not function properly under normal use, IT Supply Guy will provide Hardware Technical Support at no additional charge provided that the conditions in this Limited Warranty Statement are met. The technical support will consist of the following: troubleshooting hardware issues; repairing the product or a component of the product; replacing components of the product; or replacing the entire product if the product cannot be fixed. In the event of a replacement, we will attempt to replace the product with the same product, however if an exact replacement product is not available, we will offer a substitute of a comparable product of equal or greater value, or a refund at IT Supply Guy's discretion. The warranty period begins on the day of shipment from IT Supply Guy and last for 90 days. The warranty extends only to the original purchaser and is not transferable. The Warranty is valid only within the 50 United States.

WARRANTY EXCLUSIONS

The Limited Warranty provided by IT Supply Guy does not apply to the following:

- Any software, components and/or accessories not purchased from IT Supply Guy
- UNAUTHORIZED REPAIR ATTEMPTS OR MODIFICATIONS WILL VOID ANY AND ALL WARRANTIES
- Data recovery is not included under this Limited Warranty. IT Supply Guy is not liable for any data or data loss, it is the customer's responsibility to have backups of their data.
- Products or components damaged by accident, abuse, modification or attempted repairs by anyone other than IT Supply Guy.
- Unsuitable physical or operating environments.
- Improper maintenance of the product.
- Intentional misuse of the product.
- Tampering or removal of serial numbers or certification stickers.
- Damage or non-functionality as a result of an accident, misuse, neglect, actions beyond normal use, or any force majeure events, such as acts of God including but not limited to floods, lightning, earthquakes, hurricanes, and tornadoes.
- Swapping internal components in computer systems will void the warranty, unless specifically instructed by IT Supply Guy's technicians.
- Cosmetic damage and normal wear and tear.

OBTAINING WARRANTY SERVICE

To obtain warranty technical service, please email our customer service department at [support@IT Supply Guy.com](mailto:support@ITSupplyGuy.com) or call 1 (844) 425-6622 Monday - Friday 8:30AM - 5PM (EST).