

Computers for the Blind

Limited Warranty for Computers Purchased

Definitions

1. "Computer System" or "System" is defined as all the parts that we send to you as part of your order. This includes some or all of the following: the main desktop computer or laptop, power adapter, power and video cords, monitor, keyboard and mouse, speakers, and any peripheral(s) that originated from our Center. Unless noted below, all parts of the "computer system" are covered under this Warranty.
2. "Our", "We", or any form of such refers to Computers for the Blind and affiliated persons.
3. "You" is defined as the actual person that is the recipient of the placed order, whose information is recorded in our system. This Warranty is non-transferable, and cannot be claimed by anyone other than the original recipient.
4. "Non-functioning" is defined by any part of the Computer System failing to function as intended.

Warranty

Computers for the Blind offers a Limited Warranty on the computers that we ship. These computers are refurbished, meaning any original OEM Warranty has expired. By ordering a computer system from our organization, you agree to the terms listed herein and the contents become a binding agreement. If you do not agree with any of the terms, you can return the system and all the parts included to cancel the agreement.

This Warranty document is divided into 3 sections describing the various coverages that are guaranteed. If any part of the computer system becomes "non-functioning", you are entitled to Warranty service, at no cost or minimal cost to you.

Arrival of Computer System

We inspect every system that we ship, and guarantee that it is in good, working condition upon leaving our Refurbishing Center. We may specify that there is a non-functioning component that falls within our standards, and we will note that in the included paperwork. If any part of the computer system arrives non-functioning, you are entitled to repairs or exchanges to remedy these failures. This includes damage during shipping or build errors. We will repair your system or send another similar model if we cannot make repairs. A few exceptions apply and are described below. These exceptions will be reviewed on a case-by-case basis, and if we determine that the system is still eligible for repairs or exchanges, we will honor the Warranty.

1. There is no warranty on laptop batteries. We do not test their remaining life or charge capacity. As such, we notify all potential clients that laptops shipped may have dead-on-arrival batteries.
2. Specified problems on shipped systems are a normal part of the build process, as we ship refurbished, donated computers. These problems may include, but are not limited to: non-functioning USB ports, non-functioning internal speakers (laptops), non-functioning internal DVD Drive, less than 20% pixel failure on monitors shipped to blind individuals, etc. Non-functioning parts as described here will be noted on the Specs Sheet included with the system and are not covered by the Warranty. If the problem was not noted, it may be covered.

You also have 90 days from the date of shipment to return the computer system for a full refund. You will be required to return all parts of the system before a refund will be processed.

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First Year of Ownership (From Date of Shipment)

During the first year that you own the system, as determined from the original date of shipment, we guarantee that the computer system will be free from defects under normal use. If any part becomes non-functioning, we will repair your system or send another similar model if we cannot make repairs. We will work to fix all problems, at our expense, so that your system functions again as intended. A few exceptions apply and are described below. These exceptions will be reviewed on a case-by-case basis, and if we determine that the system is still eligible for repairs or exchanges, we will honor the Warranty.

1. The system becomes non-functioning due to neglect or abuse. We reserve the right to refuse Warranty service on any systems that we determine to be subject to influences that exceed normal wear-and-tear or that have been subject to an excess amount of damage.
2. Changes to the operating system or included software are not covered. We install the software necessary for accessibility, and if this software is removed the Warranty may become void.
3. The parts of the system that are non-functioning are not original parts that were shipped by us. We make no restrictions on how you upgrade the system configuration, but if these changes are the source or cause of the failure, the Warranty may become void.

To initiate Warranty Service, you need to contact us using the numbers below. When we determine that the problems with your system fall under our Warranty, we will determine if solutions require an over the phone fix, or a repair at our Refurbishing Center. If we determine that repairs are needed, you will be required to ship us back the non-functioning parts to our Center. A return shipping label is included with your system. Upon receiving your returned system, we will inspect it, attempt repairs, and ship it back if repairs are successful. If we determine that we cannot make repairs, we will send you an identical or similar system.

Second Year of Ownership (From Date of Shipment)

During the second year of ownership, as determined from our original date of shipment, we will provide, at no cost to you, over-the-phone support for any failures of the computer system. If we determine that the problem cannot be fixed by over-the-phone support, we may suggest options to fix these problems, accompanied by a small fee. This solution is limited to certain parts of the system including: keyboard, mouse, speakers, DVD drive, power and video cords, laptop power adapters, USB webcams, and USB WIFI adapters. There are also parts of the system excluded from this Warranty service, including: the main desktop computer or laptop, monitor, hard drives and memory. If we determine that the faulty part is covered under this Warranty, we will quote the fee, and if you wish to order the replacement part we will ship it to you. You will not be required to return the part that failed. If we determine that the faulty part is not covered under this Warranty we will suggest other solutions, or you are eligible to order a new computer system from us.

Getting Warranty Service

To obtain Warranty service or to request refunds, contact:

Technical Support at help@computersfortheblind.org or by calling (214) 340-6328 ext 7004

or

Customer Service at service@computersfortheblind.org or by calling (214) 340-6328.