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Monaco Tek Solutions (MTS) New System Limited Warranty

Warranty Introduction

Monaco Tek Solutions-branded computer systems come with a two-year limited warranty. The information below is a description of Monaco Tek Solutions's two-year limited warranty for systems purchased.

Two-Year Limited Warranty

Monaco Tek Solutions ("MTS") manufactures its systems from parts and components that are new in accordance with industry-standard practices. MTS uses industry recognized quality components in its systems. MTS warrants that the computer systems it manufactures will be free from defects in materials and workmanship. The warranty term is two years beginning on the date of invoice, as further described below. The warranty is nontransferable.

This warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by MTS, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by MTS.

This warranty does not cover any items that are in one or more of the following categories: software; speakers; external devices; monitors; accessories or parts added to a MTS system after the system is shipped from MTS; accessories or parts furnished by Customer for inclusion into new system; Monitors, keyboards, and mice that are included on MTS's system invoice are not covered under this warranty, warranties for these items are provided by the original manufacture.

MTS will repair or replace products found to be defective in material or workmanship. To request warranty service, you must contact MTS within the warranty period. A MTS Technician will determine by phone if warranty service is necessary. If warranty service is required, MTS will schedule an onsite appointment.

NOTE: Before you schedule an onsite warranty call, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. If you have any questions, contact MTS for assistance.

MTS owns all parts removed from repaired products. MTS uses new parts made by various manufacturers in performing warranty repairs and building replacement products. If MTS repairs or replaces a product, its warranty term is not extended.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). MTS' S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. MTS DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to MTS' s twoyear limited warranty only.

New System Return Policy

If you bought new products directly from MTS, you may return them to MTS up to 15 days from the date of the invoice for a refund of the purchase price. The refund or credit will not include any shipping and handling charges shown on your invoice.

A minimum 15% Restocking Fee will be applied to all New System refund. Additional Restocking Fee may be applied if all parts, manuals, driver software, boxes, packaging, etc, are not returned.

You must return the products to MTS in their original packaging. You may return software for refund or credit only if the sealed package containing the diskettes/CDs is unopened. Returned products must be in as-new or as-shipped condition, and all of the manuals, diskettes, power cables, and other items included with a product must be returned with it.

ORIGINAL SALES RECEIPT REQUIRED FOR ALL RETURNS.