

Big Idea Enterprises One Year Limited Warranty

Computers built by Big Idea Enterprises are considered under warranty for one year from date of original purchase. Receipt of purchase is required for any and all warranty service. Warranty will be honored only for the original purchaser and is not transferable. Warranty includes all parts and labor for replacement of defective parts including Motherboard, CPU, Hard Drive(s), Memory, Optical drives (CDROM, CDRW, DVDROM), Floppy drive, Power Supply and Case and any additional parts included in the original computer. (Most Optical and floppy drives are only covered by a 90 day manufacturer warranty but will be replaced by Big Idea Enterprises for the full duration of the warranty.) All warranty service will be performed upon delivery of computer to Big Idea Enterprises. Additional cost will apply to on site service unless other arrangements are made and agreed upon at the sole discretion of Big Idea Enterprises.

Warranty does not include replacement of any parts that appear to have been intentionally damaged or tampered with. Decision of intentional damage or tampering is at the sole discretion of Big Idea Enterprises and is not negotiable.

Parts that are deemed defective will be replaced at no cost during the duration of the limited warranty. If parts are in stock, they will be replaced as soon as time permits. If parts are not in stock they will be replaced as soon as replacement parts can be supplied by the original manufacturer. Big Idea Enterprises reserves the right to replace defective parts with parts equal to or of better quality than original parts if original parts are no longer available.

Replacement of defective parts does not include the cost of recovering data from hard drives, if any recovery is even possible. Only replacement of defective hardware is covered by the warranty. Any loss of programs or data as a result of hardware failure is not covered by warranty and Big Idea Enterprises cannot be held responsible for loss of data contained on defective parts. It is the sole responsibility of the customer to provide regular back ups of their data so that it can be restored in the event of hardware failure. An additional cost will apply for attempting to recover data from defective hardware whether or not recovery is successful. In any case, only data can be recovered such as Word documents and the like. Programs cannot be recovered and must be reinstalled on new media (hard drive) using the original program disks (Word, Office PowerPoint etc.etc.etc.).

Customer must provide all disks supplied with original computer including Operating System, Motherboard Resource disk, DVD, CDRW and any other programs (anti virus, Microsoft Office etc.), and any other hardware disks such as Video, Sound etc. included with the original computer. Failure to provide original disks may result in additional cost to search for and acquire necessary files for hardware installation. Software such as Microsoft Office will not be reinstalled without the original disks and may require repurchase of the software if the original disks have been lost.

Parts damaged by power spikes, surges or other power failures or malfunctions are not covered by warranty. If computers are protected by certified surge protectors, battery back ups etc., cost of repairs may be covered by surge protector manufacturer. Check details of coverage with surge protector manufacturer.

Any addition of components or modifications made to original computer not performed by Big Idea Enterprises will void warranty.