

POLICY & AGREEMENT – TERM AND CONDITIONS

1. INVOICE:

The BUYER agrees to pay the total purchase price as specified on the front of this document. In addition, the BUYER agrees to pay any sales or other taxes levied on or measured by such purchase price, or arising from the use of the product(s) and any parts or maintenance supplied, including without any limitation, any additional sales, use gross receipts, privilege, excise, and personal property taxes unless specified in writing on this document.

2. LIMITED WARRANTY:

T&T Computer provides a one-year limited warranty for the quality of all NEW products for materials and workmanship. Exceptions to this are OEM CPU's which carry a 30 day warranty. All warranties are subject to the terms and conditions of their respective manufacturers. During this period, T&T Computer will repair or replace any merchandise sold, which proves to be defective. However, T&T Computer will not warrant any products, which have been subjected to improper freight handling/shipping, physical damage, neglect, or unauthorized repair or installation. Some products have longer warranties directly from their individual manufacturer. T&T Computer is in no way responsible for the quality of and/or working condition of the software loaded on any system. If the software stops functioning properly we will reload it to the condition it was purchased for a service charge. Any and all software on the system will be erased and forever lost if this is done. Warranties of all retail box monitor display are subject to the terms and conditions of their respective manufacturers, not with T&T Computer.

NO WARRANTY ON USED, OFF LEASE, OR REFURBISHED EQUIPMENT; ALL SOFTWARE OR OPERATING SYSTEMS ANY OVER-DUES INVOICE WILL BE CHARGED TO YOUR CREDIT CARD WITH-OUT ANY NOTIFICATION.

3. SPECIAL ORDERS TERMS:

No return for credit or refund under any circumstances.

Technical support is provided by its respective manufacture.

Exchange or replacement for special order items is to be processed only by the part's manufacturer.

The above terms and conditions are exercised firmly with absolutely no exceptions.

4. CHANGES AND CANCELLATION:

Open order can be changed and canceled without penalty.

5. NSF AND INTEREST:

There will be a \$35.00 charge for each returned check.

6. RETURNS:

A) Returning for Credit: Upon approval all new/used products with original accessories and packaging will be accepted within 3 days from invoice date. All returned products within 3 days or after are subject to a 3% transaction fee if paid by CHECK, DEBIT CARD and CREDIT CARD. After 3 days will be 15% restocking fee, all system returned with in 3 days from invoice date for refund less \$29.00 fee. There is absolutely no refund or credit after 15 days from the invoice date. No credit on CPU and memory chips after 7 days of purchase. All return must be in original package, open box item will be charged 15%

B) We DO NOT ACCEPT ANY RETURN, REPLACEMENT for any OEM software. If you loose the "key" or "activation code" for any software call the program manufacturer. T&T Computer does not record or supply any replacement "keys" or "activation codes" for any software. If individual components are invoiced, only individual components can be returned.

C) No Cash refund for any type of payment (with check payment will be subject to 7-days delay before we will issue the new check back to you)

7. TECHNICAL SUPPORT:

For better service to our valuable customers, our Tech Support department is open Mon-Sat from 11:30 A.M. – 6:30 P.M (Eastern Time).

Have your invoice number ready for the system/specific item prior to making your call.

We would like to help every valuable customer, but due to huge volume of customers we have limited each call to 10 minutes per customer. If our judgment toward the call is more than 10 minutes we will take your phone number and will give you a call after proper research on the specified issue. Any system that T&T Computer did not build such as an Off-Lease system, calling for tech support will be refused.

8. TERMS OF USE

You acknowledge that you have read, understood, and agree to be bound by the Terms and Conditions. We may revise the Terms and Conditions at any time without notice to you. Any revision or modification of the Terms and Conditions will be effective immediately upon posting of the revision or modification

T&T Computer does not guarantee the performance of any Operating System or Application Software sold with or loaded onto any computer system sold. T&T Computer will be the sole entity to determine if a problem is due to a hardware failure or a software problem or incompatibility for any system sold. It is the sole responsibility of the customer to seek out and install and/or update any drivers, hot fixes, or service packs. T&T Computer will NOT be responsible for any user data or software on any system sold. T&T Computer will not update any software or operating systems on computers sold. Support for software is only to be obtained from and is the responsibility of the software manufacturer or the hardware manufacturer.

9. ENTIRE AGREEMENT

This document constitutes the entire agreement between the BUYER and T&T Computer. It is intended as a complete and exclusive statement of the terms used in this agreement and no course of prior dealings between the parties and no usage of the trade shall be relevant to supplement or explain any term used in this agreement. No agent, employee, or representative of T&T Computer has any authority to bind T&T Computer to any affirmation, representation, or warranty concerning the product(s) sold under this agreement, unless the same is included within this written agreement.