



LIMITED WARRANTY POLICY

1. Limited Warranty Coverage

PCs for People warrants that this refurbished device will be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of purchase.

Because this is a refurbished product, cosmetic imperfections, minor surface wear, and signs of prior use that do not affect operational functionality are not considered defects and are not covered under this warranty.

2. What This Warranty Does Not Cover

This limited warranty does not cover:

- Damage resulting from misuse, abuse, neglect, accidents, liquid exposure, dropped units, or improper storage;
- Cosmetic damage, physical damage (such as cracked screens), or normal wear and tear over time;
- Loss or theft;
- Issues caused by malware, software viruses, unauthorized operating system alterations, or user-introduced configuration errors;
- Damage or failure directly caused by improper third-party modifications, non-compatible parts, or improper self-repair.

Right to Repair & Third-Party Service: You are free to use independent repair services, perform self-repairs, or use third-party replacement parts. Using third-party parts or services will not automatically void this warranty. However, this warranty does not cover any defect, damage, or failure that is caused by improper installation, faulty third-party parts, or damage inflicted during non-authorized service or repair.

3. Accessories, Monitors & Laptop Batteries

PCs for People provides a 30-day limited warranty on accessories, monitors and laptop batteries. To qualify, warranty claims must be submitted within 30 days of delivery.

Accessory/Battery Warranty Highlights:

Laptop batteries in refurbished computers are warranted to retain at least 80% of original capacity for 30 days from the delivery date.

This warranty does not cover:

- Accidents, misuse, abuse, or other external causes

- Improper or inadequate maintenance
- Battery life depends on usage, product model, applications, power settings, and other factors.
- Notify PCs for People within 30 days of receiving defective or incomplete items to request a prepaid return shipping label will be provided as part of this warranty process.
- The 30-day warranty period begins on the delivery date and is not extended by repairs or replacements. If an accessory or battery is returned and found to be in working order, shipping costs may be deducted from your refund.

Warranty repairs may result in repair or replacement* with an equivalent item at the discretion of PCs for People.

4. Inspection and Claim Determination

All warranty claims are subject to evaluation and diagnostic testing by PCs for People or its designated representatives. Warranty determinations will be based on objective inspection findings. If an evaluation determines that the reported failure was caused by an excluded condition (such as user damage or a faulty third-party repair), warranty coverage for that specific issue will be denied.

5. Warranty Remedies

If a valid, covered defect is confirmed during the warranty period, PCs for People will, at its option:

- Repair the device using new, used, or refurbished parts that meet operational performance standards;
- Replace the device with a comparable refurbished unit of equal or similar functionality; or
- Refunds will only be issued at the discretion of PCs for People.

6. Limitation of Liability

To the maximum extent permitted by law, PCs for People shall not be liable for any indirect, incidental, special, or consequential damages, including loss of data, loss of profits, or loss of business resulting from the use or inability to use the device. *Backup of personal data prior to sending a unit in for evaluation or repair is the sole responsibility of the client.*

7. Implied Warranties

To the extent permitted by applicable law, any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the duration of this written limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

8. State Law Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

*If a replacement is needed, we will provide a comparable device of equal or similar performance, as exact matching models cannot be guaranteed.