

Roman IT Consulting

Limited Warranty Policy

This Limited Warranty Policy (“Warranty”) is issued by **Roman IT Consulting** (“Company,” “we,” “us,” or “our”) and outlines the terms and conditions under which warranty coverage is provided for eligible products and services.

1. Scope of Warranty

This Warranty applies exclusively to hardware that is:

- Purchased directly through Roman IT Consulting; and
- Installed by Roman IT Consulting

This Warranty does **not** apply to customer-supplied equipment or any third-party materials not procured by Roman IT Consulting.

2. Warranty Coverage

Roman IT Consulting warrants that covered hardware and installation services will be free from defects in materials and workmanship under normal use for a period of **one (1) year** from the date of installation (“Warranty Period”).

During the Warranty Period, Roman IT Consulting will, at its sole discretion:

- Repair the defective product; or
- Replace the defective product with the same or a functionally equivalent item

All covered repairs or replacements will be provided at no additional charge for parts and labor.

3. Exclusions

This Warranty does not cover, and shall be considered void in the event of:

- Equipment or materials supplied by the customer
- Software-related issues, including configurations, updates, or third-party applications

- Damage caused by misuse, abuse, negligence, or improper operation
 - Environmental or external damage, including but not limited to power surges, water damage, fire, or natural disasters
 - Unauthorized modifications, repairs, or tampering by any party other than Roman IT Consulting
 - Normal wear and tear
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4. Warranty Period

This Warranty remains valid for **one (1) year** from the date of installation unless otherwise stated in writing. No extensions or renewals are implied unless explicitly agreed upon in writing by Roman IT Consulting.

5. Manufacturer Warranties

Certain products may include manufacturer warranties that extend beyond the Warranty Period provided by Roman IT Consulting.

Upon request, Roman IT Consulting may:

- Assist in identifying applicable manufacturer warranties
- Help facilitate warranty claims with the manufacturer

Any labor or service provided after the expiration of this Warranty, including assistance with manufacturer claims, may be subject to standard service rates.

6. Warranty Claims Procedure

To initiate a warranty claim, the customer must:

- Contact Roman IT Consulting within the Warranty Period
- Provide reasonable access for inspection and diagnosis

Roman IT Consulting reserves the right to determine, at its sole discretion, whether an issue qualifies for coverage under this Warranty.

7. Limitation of Liability

To the fullest extent permitted by law, Roman IT Consulting shall not be liable for any indirect, incidental, special, or consequential damages, including but not limited to:

- Loss of data
- Loss of use
- Loss of business or revenue

The customer's sole and exclusive remedy under this Warranty shall be limited to the repair or replacement of covered equipment.

8. Transparency and Customer Commitment

Roman IT Consulting is committed to transparency and clear communication.

- All invoices are itemized for parts and labor
 - Customers are encouraged to reach out with any questions or concerns
 - We are always available to explain our work and ensure clarity
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9. Entire Agreement

This Warranty represents the entire agreement regarding warranty coverage and supersedes any prior discussions, representations, or agreements, whether written or verbal.

Contact Information

For warranty service or questions, please contact:

Roman IT Consulting

Phone: (781) 303-9814

Email: customer_support@romanitc.com

Website: RomanITConsulting.net