



# Your IT Jedi, LLC Hardware Limited Warranty

## What this Warranty Covers

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Your IT Jedi, LLC warrants that each hardware product that you purchase is free from defects in materials and workmanship under normal use during the warranty period. This limited warranty does not apply to any software or any non-Your IT Jedi, LLC hardware products, even if packaged or sold with Your IT Jedi, LLC hardware. Non-Your IT Jedi, LLC manufacturers, suppliers, or publishers may provide their own warranties, and customers should contact the particular manufacturer of the non-performing component in question to receive support.

THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## What this Warranty Does Not Cover

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This warranty does not cover the following:

1. Uninterrupted or error-free operation of the product.
2. Loss of, or damage to, your data by the product.
3. Any software programs, whether provided with the product or installed subsequently.
4. Failure or damage resulting from misuse, abuse, accident, liquid spills, modification, unsuitable physical or operating environment, natural disasters, power surges, improper maintenance, or use not in accordance with product information materials.
5. Damage caused by virus, infection, worm, or similar malicious code.
6. Damage caused by a non-Your IT Jedi, LLC authorized service provider.
7. Accessories or parts added to the product after it is shipped from Your IT Jedi, LLC.

9. Failure of, or damage caused by, any third-party products, including those that Your IT Jedi, LLC may provide or integrate into the Your IT Jedi, LLC product at your request.
10. Products or parts with an altered identification label or from which the identification label has been removed.
11. Any flat panel display defects within the permissible limits of ISO 9241 Class 2 performance (up to two dark pixels and two bright pixels per million pixels).

## Warranty Period

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The warranty period for the product starts from the date of original purchase from Your IT Jedi, LLC or from an authorized Your IT Jedi, LLC reseller. The warranty period that applies to your product is shown in the table below.

Product	Standard Warranty Period (see Note)
Desktop Computers/NUCs	3 years
Laptop Computers (excluding batteries)	3 years
Laptop Computer Batteries	6 months
Servers	3 years
<b>NOTE:</b> Extended Warranty coverage may be purchased separately at the time of the original product purchase. If purchased, the Extended Warranty provides the same coverage as the Standard Warranty for the additional term specified in the Extended Warranty. Contact your reseller or Your IT Jedi, LLC for more information.	

## How to Obtain Warranty Service

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If the product does not function as warranted during the warranty period, obtain warranty service in one of the following ways:

1. The quickest and easiest way to resolve the problem is to contact the Your IT Jedi. We will perform the troubleshooting necessary to diagnose the problem and determine the solution. This may include working with support with the vendor on your behalf to obtain support as necessary. Because Your IT Jedi, LLC maintains close relationships with our authorized vendors and distributors, we can help them quickly identify the problem and deliver a solution. If it is determined a replacement product is necessary, Your IT Jedi, LLC will expedite shipment of the replacement, who will deliver it and install it for you. In order to avoid being billed for the full cost of the replacement product, the service provider

must return the defective product to Your IT Jedi, LLC within 30 days of receipt of the replacement. NOTE: Some service providers may assess a service charge to perform troubleshooting and repair of a defective product. Your IT Jedi, LLC is not liable for any costs a service provider bills to you for this work.

2. Before contacting Your IT Jedi, LLC, you should have the following information at hand: The model number and serial number of the product, your name, your company name, your email address, your contact telephone number, and a copy of your original purchase agreement or sales receipt. Your IT Jedi, LLC will use commercially reasonable efforts to have a support technician contact you within 24 hours between the hours of 8 am and 5 pm Eastern Standard Time weekdays to diagnose the problem by telephone, e-mail, or remote assistance, and to determine the best way to resolve it, whether through troubleshooting, issuing parts for replacement, or issuing a Return Merchandise Authorization (RMA) form for you to return the product for repair or replacement. You must obtain an RMA before returning products to Your IT Jedi, LLC. You are responsible for the cost of shipping the product to Your IT Jedi, LLC will cover the cost of shipping the repaired product back to you. For your protection, use a shipping method that requires tracking & our signature if valued over \$250, and pack the product securely. Your IT Jedi, LLC will not be responsible for lost packages or items damaged in transit to our facility. NOTE: Your IT Jedi, LLC may charge a fee to perform the initial troubleshooting. This fee will be waived if the problem is determined to be covered under this Hardware Limited Warranty.

## **What Your IT Jedi, LLC Will Do to Correct Problems**

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If a defect in materials or workmanship exists during the warranty period, Your IT Jedi, LLC will, at its sole option either: (a) repair the defective product at no charge, or (b) exchange the defective product with a product that is new or that has been refurbished and is at least functionally equivalent to the original product. Any replacement product or part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement, whichever is longer.

Some problems may be resolved with a replacement part that you install yourself, called a Customer Replaceable Unit (CRU). If so, Your IT Jedi, LLC will ship the CRU for you to install and will provide you with the instructions necessary to install it.

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When Your IT Jedi, LLC obtains a warranty they will:

1. Assure that all of your data is backed up.
2. Assure that all sensitive data is removed from the product. If you are unable to remove sensitive data, you are responsible for modifying the information to prevent its access by another party so that it is not personal data under applicable law.
3. Cooperate with an authorized service provider in attempting to resolve the problem using online chat, email, or telephone. This may involve performing routine diagnostic procedures, installing additional software updates or patches, removing third-party options, and/or substituting options.
4. Permit the authorized service provider to have remote access to the product as necessary to perform troubleshooting.
5. Obtain all system keys or passwords necessary to perform troubleshooting.
6. If you are not the owner of the product, Your IT Jedi will obtain an authorization from the owner to obtain warranty service.

### **Limitation of Liability**

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Your IT Jedi, LLC is only responsible for loss or damage to your product while it is in Your IT Jedi, LLC' possession. Neither Your IT Jedi, LLC nor any Your IT Jedi, LLC-authorized service provider you use to obtain support is responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information, contained in a product.

YOUR IT JEDI, LLC' RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. YOUR IT JEDI, LLC DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED 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.

### **Your Other Rights**

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THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR

JURISDICTION TO JURISDICTION. 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 LIMITED 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.