

SaveryTech Rescues Customer Agreement

This Agreement (the "Agreement") is made between **SaveryTech Rescues** ("Seller") and the customer ("Buyer") purchasing a professionally upgraded laptop ("Product"). By purchasing a Product, Buyer acknowledges and agrees to the terms and conditions outlined below.

1. Warranty Information

SaveryTech Rescues offers the following warranty and exchange options depending on the Product purchased:

- **SaveryTech Rescue Standard** – Built-in 6-month exchange warranty
 - **SaveryTech Rescue XL** – One-year exchange warranty
 - **SaveryTech Rescue XXL** – Two-year exchange warranty
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2. Coverage Details

Covered Issues:

- Internal hardware failure (motherboard, RAM, storage, CPU, etc.)
- Battery failure: If the battery no longer holds a charge during the warranty period, we will exchange the unit for another with a known good battery. Battery coverage is limited to the warranty period or one year, whichever is shorter.
- Power adapter failure: If the included power adapter fails, we will replace it free of charge.

Excluded Issues:

- Physical damage caused by use, accidents, neglect, or unauthorized modifications (e.g., cracked screens, liquid damage).

Note: Minor cosmetic blemishes are expected on pre-owned equipment. We only consider physical damage to be a disqualifier if it causes limited or no function.

- Software-related issues, including malware, user-installed software conflicts, or user-made system changes.

All Products are tested, certified, and fully functional prior to shipping. Buyer agrees to inspect the Product upon receipt and report any issues within 30 days. Initial defects should be reported within 14 days of delivery.

3. International Warranty Handling

Domestic Coverage (Continental U.S.):

- All warranty services include **free return shipping to and from SaveryTech’s facilities**.

International Coverage (outside Continental U.S.):

- Buyers are responsible for **shipping the unit back to SaveryTech in the U.S.** if a warranty exchange is needed.
- SaveryTech will help coordinate with our shipping vendors to **find the most affordable shipping option**, but Buyers are free to use any carrier of their choice.
- SaveryTech will **cover the cost of shipping the replacement unit back to the Buyer**.
- **Tracking is required** for all warranty returns. SaveryTech is **not responsible for lost or untracked packages**.
- This shared-responsibility model helps keep our global pricing low for all customers.

Remote Diagnosis and Self-Service Option (International Only):

- If the issue appears to be with a **user-replaceable component** (such as RAM, hard drive, or battery), SaveryTech can initiate a **remote support session** to diagnose the problem.
- If verified, and the Buyer is comfortable with basic installation, SaveryTech may **ship the replacement part directly** to the Buyer — saving time and reducing cost.
- This flexible option is **entirely voluntary**, and support will be provided to ensure the process is as smooth as possible.

4. Post-Warranty Credit Program

Even after your warranty expires, you can receive trade-in credit toward another SaveryTech Rescues purchase.

To qualify:

- Proof of purchase is required.
- Original labels must be intact (if possible).

Credit values:

- Home Class PC – \$50
- Business Class PC – \$75
- Extreme Class PC – \$100

5. Product Features and Quality Assurance

All SaveryTech Rescues PCs come with:

- Passmark Certification for hardware reliability
 - Windows 11 and Microsoft Office 2021 are pre-installed and activated for immediate use.
 - *Note: To keep system pricing affordable, some software licenses provided are single-use activation licenses. These licenses are tied to the initial installation and may not be reusable after system reset, hardware change, or reinstallation. These licenses are not affiliated with or supported directly by Microsoft and are provided as a cost-saving option. If you need to reinstall or reactivate software in the future, replacement licenses are available at a reduced cost. Please contact techsupport@saverytech.com for assistance and current pricing.*
 - *SaveryTech Rescues does not guarantee continued activation in the event of third-party policy changes or system modifications outside of our control.*
 - No bloatware or trial software
 - Personalized performance optimization
 - Thorough cleaning, sanitization, and system updates
 - Collectible SaveryTech Rescues backpack (yours to keep!)
 - Free shipping within the Continental U.S.
 - Final power-on test with all security features and updates applied
 - Built-in Windows Defender and firewall activated out of the box
 - All relevant documentation digitally included — we recommend backing these up elsewhere
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6. Limitation of Liability

SaveryTech Rescues is **not responsible for data loss, business interruption, or indirect damages** related to hardware issues.

Buyers are responsible for regularly backing up their data.

Our liability is limited to **repair, replacement, or store credit** as outlined in our warranty terms.

Refunds are not issued beyond those explicitly offered under warranty.

7. Returns and Exchange Process

If a covered issue occurs during your warranty period:

1. Contact techsupport@saverytech.com with a detailed description.

2. Buyer must back up and remove all personal data before returning any device. SaveryTech Rescues is not responsible for any remaining data on returned devices.
3. Expect a response within 2–3 business days.
4. You may be asked for photo or video documentation of the issue.
5. If approved, we will send you a prepaid return label (U.S. only; international see Section 3).
6. Once the unit is received and inspected, we'll ship your replacement within 7–10 business days.

Your replacement PC will automatically come with a new **180-day standard exchange warranty**.

You may optionally **upgrade this renewed warranty** during that period:

- **XL Warranty Renew** – \$120 for 1 year
- **XXL Warranty Renew** – \$150 for 2 years
This option must be selected within 180 days of receiving the replacement.

Note: The **SaveryTech Rescues backpack is yours to keep** regardless of return.

8. Governing Law

This Agreement is governed by the laws of the **State of Michigan**. All disputes will be resolved in the appropriate state or local courts within Michigan jurisdiction.

By purchasing a Product from SaveryTech Rescues, Buyer acknowledges and agrees to all terms listed above.

For support, contact us at techsupport@saverytech.com.