

Classic Computers Limited Warranty

Classic Computers manufactures its hardware products from parts and components that are new or equivalent to new, in accordance with industry-standard practices. Classic Computers warrants that the hardware products it manufactures will be free from defects in materials and workmanship. Please see your computer invoice for reference to the duration of your warranty.

If Classic Computers ships computers to you damage due to shipping the products is not covered under this warranty. Otherwise, this warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, shipping by third parties, servicing not authorized by Classic Computers, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Classic Computers.

This warranty does not cover any items that are in one or more of the following categories: software, external devices (except as specifically noted); third party accessories or parts added to a Classic Computers system after the system is shipped from Classic Computers; or accessories or parts that are not installed by Classic Computers. Monitors, keyboards, and mice that are Classic Computers-branded or that are included on Classic Computers standard price list are covered under this warranty, unless otherwise noted on the invoice. Classic Computers does not warranty problems caused by viruses, spy-ware, mal-ware, or other malicious programming. Classic Computers does support Operating System software installed, and invoiced with a new computer, by Classic Computers. As an option for supporting this software, we reserve the right to format the hard drive, and reload only the software we originally sold with the computer. This procedure will destroy all other files and data on the computer. **ALTHOUGH WE MAKE EVERY EFFORT TO MAINTAIN THE INTEGRITY OF YOUR DATA, WE TAKE NO RESPONSIBILITY FOR DATA LOSS WHEN EFFECTING REPAIRS ON ANY COMPUTER. PLEASE COPY ANY IMPORTANT FILES TO RELIABLE MEDIA, OUTSIDE THE COMPUTER!**

Classic Computers will repair or replace products covered under this limited warranty that are returned to Classic Computers facility. To request warranty service, you must call Classic Computers Customer Service, or Technical Support within the warranty period. If warranty service is required, and since it is the policy of Classic Computers NOT to ship product outside of our local area, Classic Computers will NOT cover shipping expenses of any kind. For any warranties to remain in effect you must ship the products back to Classic Computers in packaging that is adequate for proper protection of said product. The end user is also responsible to prepay shipping charges, insure the shipment and accept all risk of loss or damage during shipment. Classic Computers will ship the repaired or replacement products to you only after we have received a reasonable form of payment or prepaid method for return shipping.

If you are returning the product for repair personally, Classic Computers will inform you how best to transport the product. And what needs to be returned to complete the repairs. Classic Computers has no provisions for any on sight warranties. All warranty work performed will be at Classic Computers facility, unless an agreement is reached at time of sale, or if Classic Computers chooses to effect a specific repair at the customer's location.

NOTE: Before you return the product(s) to Classic Computers, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Classic Computers does not accept liability for lost data or software.

Classic Computers owns all parts removed from repaired products under warranty. Classic Computers uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Classic Computers repairs or replaces a product, the products warranty term is not extended.

CLASSIC COMPUTERS MAKES NO EXPRESS WARRANTIES OR CONDITIONS BEYOND THOSE STATED IN THIS WARRANTY STATEMENT. CLASSIC COMPUTERS DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR CONDITIONS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

CLASSIC COMPUTERS RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION).

CLASSIC COMPUTERS DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS 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 PRECEDING EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Classic Computers limited warranty only. For provisions of any service contract covering your system, refer to your invoice or the separate service contract that you may receive.

If Classic Computers elects to exchange a product or portion of a product, the exchange will be made in accordance with Classic Computers Exchange Policy (U.S. only) in effect on the date of the exchange. In any instance in which Classic Computers issues a Return Materials Authorization Number, Classic Computers must receive the product(s) for repair prior to the expiration of the warranty period in order for the repair(s) to be covered by the warranty.

Some items invoiced at the time of sale, by Classic Computers, may be covered only by warranties of other manufacturers. These items will be noted on the invoice.

Exchange Policy (U.S. Only)

From time to time, Classic Computers may, in its sole discretion, exchange products or portions of a product. If Classic Computers elects to exchange a product or portion of a product, Classic Computers ships replacement products, at the expense of the customer.

For Classic Computers to ship the replacement product/part, you must provide Classic Computers with your valid charge card number (Discover, Visa, or MasterCard) with expiration date and billing address information prior to shipment of the replacement part. You are invoiced for the cost of the replacement part, and Classic Computers processes the invoiced amount against your charge card account until we received the replaced part. If you return the replaced product/part within 15 days from invoice date, Classic Computers credits the invoice and your charge card by the amount you were charged for the part. If you cannot provide a valid charge card number, Classic Computers ships the replacement part once Classic Computers receives the replaced product/part, plus payment to cover shipping of the replacement.

To prevent damage during shipment, the replaced part must be packed in the shipping container provided and in the same manner as the replacement part that was received. You will not receive credit on the invoice for a return if the replaced part is damaged due to improper packaging. You accept full responsibility for your software and data. Classic Computers is not required to advise or remind you of appropriate backup and other procedures.

Replacement parts may be new or reconditioned. Classic Computers may provide replacement parts made by various manufacturers when making exchanges. The warranty term for a replacement part is the remainder of the limited warranty term applicable to the replaced part.

If you are an organization that bought products from Classic Computers under a signed, written agreement with Classic Computers, that agreement may contain different provisions covering credit card collateral for exchanges of products/parts.

Return Policy (U.S. Only)

If you are an end-user customer who bought products directly from Classic Computers, you may return products that are in as-new condition to Classic Computers within 30 days of the date of invoice for a refund or credit of the product purchase price if already paid. This refund will not include any shipping and handling charges shown on your invoice.

Classic Computers products that are found to be defective in materials or workmanship may be returned to Classic Computers for replacement (see Exchange Policy) at any time within one year of the date of the invoice for the product(s). Following the Classic Computers specified warranty period, the product, or any part of it, is covered directly by any remaining original manufacturer's warranty. After any warranty specified by Classic Computers expires, all warranty and technical support provided on a Classic Computers product is provided by the original manufacturer, not by Classic Computers. These warranties, and technical support, may vary from product to product.

To return products, you must call a Classic Computers customer service representative to receive a Return Merchandise Authorization Number. You must ship the products to Classic Computers in their original manufacturer's packaging (which must be in like new condition), prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. To expedite the processing of your refund or credit, Classic Computers expects that you will return the complete package to Classic Computers within five days after Classic Computers issues the Return Merchandise Authorization Number. You may not receive a refund for an incomplete return, or any incomplete returns may be subjected to restocking charges.

To qualify for refund or replacement, returned products must be in as-new condition, and all of the manuals, diskette(s), CD(s), power cables, and other items included with a product must be returned with it.

To repeat the most important line of the warranty policy:

ALTHOUGH WE MAKE EVERY EFFORT TO MAINTAIN THE INTEGRITY OF YOUR DATA, WE TAKE NO RESPONSIBILITY FOR DATA LOSS WHEN EFFECTING REPAIRS ON ANY COMPUTER. PLEASE KEEP MULTIPLE DUPLICATES OF ANY IMPORTANT FILES ON RELIABLE MEDIA, BOTH ON & OUTSIDE OF THE COMPUTER!

COMPUTER SETUP AND PROGRAM NOTES

COMPUTER SETUP

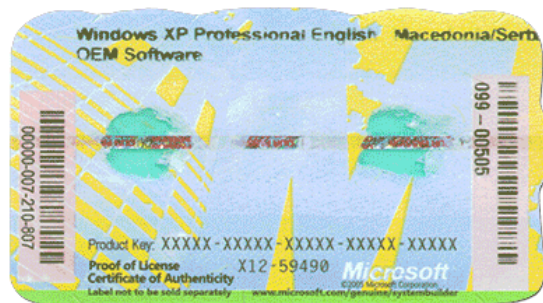
If you have high-speed internet, please make sure the network cable is plugged in before you turn on your computer for the first time. Please DO NOT surf the internet with this computer until adequate anti-virus software is installed.

Please go through the process of setting up your new computer, by itself, before you setup any other devices, such as printers, scanners, cameras, etc...

In the process of setting up your new computer you will be asked for a WINDOWS product-key.

This number will be found on the side of your case, on a label similar to this:

Please read the product key carefully.



Because of some software installation issues, and to make it simpler to service (if there are problems) Classic Computers highly recommends that you set up at least one user with **administrator** privileges. **If you choose to use user passwords, please document any user passwords you implement.** Classic Computers will not be able to recover lost passwords, or service any software problems without access to an administrative user account. Classic Computers cannot break passwords on any computer with Windows 8 or above.

Because Microsoft requires activation of Windows before some third party software may be installed, no anti-virus software is yet installed on this new computer.

Classic Computers strongly recommends that you install some reputable anti-virus software immediately upon setting up your new computer.

Classic Computers currently recommends **Microsoft Security Essentials**, which may be downloaded directly from www.microsoft.com. Microsoft Security Essentials (also known as **Windows Defender**) is included with Windows 8 and Windows 10, but you should make sure it is enabled.

Classic Computers does not warranty your new computer against viruses, malware and/or spyware infection. Please read the limited warranty information that was also included in the packaging, or go to www.clascomp.com for more information.

BEST PRACTICES TO AVOID SECURITY AND VIRUS ISSUES WITH YOUR NEW COMPUTER.

Always remember to have TWO copies of all your data. That is one copy in your computer and one outside your computer. If you use a cloud service (Carbonite, DropBox, etc.) you need to consistently check to make sure that you can access your data and that the program is backing up everything you want. Do not back up your entire hard drive. Programs have to be reinstalled. If you have a financial program, use the built in backup ability to back up your data outside your computer and also backup to your Documents folder, that way your cloud service program will also make a second backup of your financial data.

Microsoft, Dell, HP, etc. will not call you to tell you your computer has a virus. These corporations do not care if you have a virus. The calls are always scams. If you are contacted via a phone call tell the caller that you do not own a computer. This will encourage them to not call back. Make sure everyone in your household tells them the same thing, that you do not own a computer.

Never give anyone remote access to your computer unless you know exactly who they are. A common scam when they get remote access is to plant hidden programs that can do any number of unwanted things, now or in the future. These scammers will show you the "Event Log" in your computer, to show you all the errors your computer is generating. It is very common for the "Event Log" to have a few random errors and it is usually nothing to worry about. Scammers use it as a scare tactic so that you will let them "fix" your computer.

Never give your credit card number over the phone. If you feel you have been compromised contact your credit card company and your bank. Follow their instructions.

BEST PRACTICES FOR THE INTERNET

Never click on ads. If you're interested in something type the address in the address bar of your browser (Amazon, Sears, Wal Mart. etc).

If you get a pop-up box from a web site, CLOSE THE BROWSER!! Do not click anywhere within the pop-up box. Do not click the X on the pop-up. Any place within the pop-up can be an executable.

If a pop-up tells you that you need a newer version of java or flash, close the browser, open it again, go straight to the source of the requested update. If you already have the latest version these web sites will say so.

Java – www.java.com Please uncheck the boxes for "Ask".

Flash – www.adobe.com Under "Menu". Uncheck the box for "Chrome"

Always read each screen to make sure you can de-select additional programs that you do not want. You can go back to the site that asked for the update. If it still has a pop-up telling you to update, close the browser. Chances are that web site is infected with a virus. Do not go back to that web site for a couple of weeks at least. Their administrators will discover the infection and fix it on their end.

Other common web sites to download from are:

Firefox – www.mozilla.org

Chrome – www.google.com/chrome

Open Office – www.openoffice.org

Microsoft Security Essentials – www.Microsoft.com under Downloads.

DO NOT CALL 800 NUMBERS THAT POP UP ON YOUR SCREEN!

A good way to get a virus is downloading something that you would normally have to pay for. Music and movies are the two most common. Downloading programs that would normally not be free is another common way to get a virus. It is also illegal to download copyrighted material and you can be prosecuted.

Do not click on links on Facebook or in emails. You can read the article or view the video, but again, go straight to the source. Open a new tab and go to the website for the article or for the video.

Do not try and fix your computer using Google or any other search program. If you do not know legit sources you can infect your computer. Most of the time Google or Bing searches do more harm than good and also make the computer harder to fix when you do have it fixed.

There are 4,000 new viruses every month. There are no perfect virus programs. The only guaranteed way to never get a virus is to never turn a computer on. Since that's not practical, these are some ways to lessen the risk.

Other things you can do is update and run full system scans with your virus and malware programs once a month or sooner if you are suspicious. Allow your computer to do the Microsoft updates. These are usually automatic, however, some people change their update settings and they should do them manually weekly.

Change your passwords twice a year or sooner if you think you have been compromised.

Classic Computers makes no guarantees that the above practices will protect you or your data.