



WARRANTY TERMS AND CONDITIONS - AECE, LLC.

- 1. 30-DAY SERVICE WARRANTY.** American Extreme Computer & Electronics, LLC. D/b/a planocomputer.com service center will warranty any issue paid to fix within thirty days provided that evidence non-related is not evident or causes beyond our control have occurred. AECE, LLC. Shall not be liable for any lost wages, income, and loss of data, backup, down time and or any prevention of completion of any or all projects related to service or upgrades. Once received a NON working repair or assembly must be reported within 72 hours of receipt of item. **LABOR FEES ARE NON REFUNDABLE.**
- 2. Accepted forms of payment :** Cash, local bank check, Master Card, Visa, and Discover. *(A 3% Convenience fee may be applied for all credit card purchases online or by telephone (NO CARD PRESENT))*
- 3. A deposit** equal to one-half or the entire estimated repair or service may be required for older systems or non-stock items. Parts and/or services authorized by customer either in writing telephone or electronically will be considered worthy. A restocking fee of 15% or greater, shipping and handling, and any vendor cost associated will be charged to customers service ticket for any withdrawal or canceling after authorizing an amount for parts or services. **ALL CUSTOM OR SPECIAL ORDERS ARE PAYABLE IN ADVANCE.**
- 4. Unauthorized use,** entry, modification, configuration, or tampering with system case, internal components, networking, or configuration(s) other than OUR technical staff will VOID all warranty.
- 5. NEW/USED/REFURB Warranty:** (Repair, Replacement only.) AECE, LLC. Will fix or replace any defect in hardware and or software known to be defective, excluding end user error for (1) year New, (6) months used, and (30) days repaired used. Downloads, virus definitions, virus acquisition, script errors, mis-loading, and general systematic problems caused in general by end user are not covered.
- 6. AECE, LLC.** Does not guarantee the hardware/software will run, or perform to your guidelines or expectations. AECE, LLC. Guarantees the sound factory like or better operation of the physical hardware/software upon leaving or delivered from our service center. AECE, LLC. Is neither liable nor responsible for any or all situations that may occur once leaving our control of sight. System or hardware failure after pickup or delivery service must be reported within 24 hours. After that time period expires we cannot warranty items or labor.
- 7. Original** receipt must accompany all replacements and/or returns for replacement within 14 business days. We are unable to reprint your receipt. All electronic components returned must have an RMA (Return Material Authorization) [RMA Here](#) number, be in original condition, and be accompanied by original packaging prior to return. AECE, LLC. Will pay for shipping return inside the United States. Items received without an RMA number will be refused.
- 8. Items left:** more than 14 days will be considered abandoned and become the sole property of AECE, LLC. Item(s) will be disassembled, sold, distributed, or disposed of in any manner to recover outstanding fees for services and or parts installed or to make room after 30 days.
- 9. Anti-Virus Guarantee:** If the specific instructions are followed to the letter, including frequency and timing, you system will continue to run effectively and critical Virus free for the life of the system. **Step 1.** The software described to be run daily at the beginning of usage, including any updates it will need, are to be run **manually by the end user.** All objects, MRU's, Data Miners, Spyware, Spy Bots, Malware, etc. are to be deleted and/or quarantined. **Step 2.** The software provided for the second phase will run and update itself when the system is on the internet. The "end user" is responsible for acknowledging the software is functioning properly by monitoring the "icon" and being aware in any changes in look. Grayed out, exclamation point in the middle, etc. If so simply double click the icon (located bottom right by the clock location of most Windows systems) and find the "Update" procedure tab or button and do so. If it fails try again. If you are unsuccessful **PLEASE CALL US ASAP. YOU COULD BE AT RISK!**
- 10. LEGAL PRESENTATION:** Please understand it takes time to build and repair computer systems and components. Sometime it takes longer and computers don't always behave, as we would like. From time to time we encounter customer(s) or people affiliated with those customer(s) who become upset for whatever reason. AECE, LLC. Will not respond, participate in, argue, or otherwise engage in confrontational situations in store or in front of customers. Aggressive pursuit of answers, behavior unbecoming or disruptive will be referred to management and/or the local authorities. We wish to resolve any dissatisfaction any customer has with us but we cannot effectively do this at the front counter. If you have a complaint you may go to <http://www.planocomputer.com/contact.html>, Praise or Complaints and begin the process in this manner. **Note:** Any legal connotation, statement, contact by attorney, Better Business Bureau, Watch Dog entity, Internet Disclosure, or Blog, Search Engine link, Review(s) posted, or any negative entity prior to working with us will immediately stop the order and any progress and the project will be place in suspension until the matter is resolved in full. Any payment halting, stopping, credit card charge back or otherwise any action with intent to reclaim funds already paid, will be considered unconscionable and we may exercise our legal right to reacquire the funds, fees, and any and all civil and/or criminal action to recover what was write fully paid in the beginning.

ACKNOWLEDGMENT. YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. YOU ALSO AGREE THAT EXCEPTING THE SOFTWARE SUPPORT AGREEMENT, IF ANY, THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF AGREEMENT BETWEEN THE PARTIES AND SUPERSEDES ALL PROPOSALS OR PRIOR AGREEMENTS, ORAL OR WRITTEN, AND ANY OTHER COMMUNICATIONS BETWEEN THE PARTIES RELATING TO THE SUBJECT MATTER OF THIS AGREEMENT.