

## TERMS OF COMPUTER PURCHASE FROM COMM-TECH

### **What we do and why**

Each new computer manufactured uses a tremendous amount of the Earth's energy and mineral resources. Our mission in refurbishing and re-marketing computers is to try to ensure that the maximum use is obtained from this investment of energy. The more computers are re-used, the less new ones have to be made.

### **The equipment**

All equipment we sell needs to be closely examined by an engineer and tested for electrical safety. We do not sell untested / non-working equipment, although we do sell equipment with cosmetic imperfections.

### **Payment and Collection**

Paypal, Cash or Cheque with a Guarantee card. Bank Transfers need to be cleared before collection, allow 5 working days. Sorry but we cannot accept Credit/Debit Cards, use paypal instead.

- Small orders or single machines can be collected from our offices in Streatham. We are not a shop, so you need to call before hand and make an appointment to visit.
- Larger orders are normally palletised and must be collected from our warehouse in West Norwood, London. **Full payment needs to be cleared** with us at least 10 days prior to collection, This gives us time to pick, pack and process the order.

### **Warranty**

We provide the industry standard 90 days Return To Base warranty on all equipment. In some cases extended warranty is available at a percentage of the value of the equipment. No equipment is accepted at our premises without a valid RMA number. We fulfil our warranty undertakings in the following way:

1. You Email us at [RMA@comm-tech.org](mailto:RMA@comm-tech.org) with a your receipt number (Cxxxx) and a full clear description of the fault. An engineer will respond with some clarification questions to which you need to respond. If you have no access to email then please call us on 0208 6715555.
2. If our suggestions do not solve the problem, you will be issued with an RMA number. Bring the faulty equipment item to our office clearly labelled with the RMA number. We will test it and replace if found to be faulty.
3. You will be informed via email or text message when your equipment is ready for collection. You need to collect equipment within 5 working days from this message, or it will be sold to defray expenses.

### **Software**

1. Many machines have an OEM licence for the Operating System which we load for you. Often we cannot supply an installation CD because the software licence terms prohibit this. Such CDs should you need them are easily available on the Internet.
2. You are encouraged to use Open Source software wherever possible because it is much better suited to computer re-use. We also pre-load a suite of productivity applications which cover almost all the needs of an Office or Home PC.

### **Support**

We will only be able to help with software issues through our paid-for support line, where an expert engineer will provide experienced advice. Most problems can be solved within just a few minutes and you are only charged for the minutes you are on the line.

THANK YOU FOR SUPPORTING COMM-TECH, EMPOWERING PEOPLE THROUGH TECHNOLOGY!