



Collection Policy

Any property left with Computer Place London unclaimed for 14 days, will be disposed. At which time, Computer Place London shall have no liability to the client or any third party.

Repair Turnaround

Computer Place London will make its best efforts to repair your product within five (5) business days after receiving. We will contact you if the repair extends beyond the standard turnaround.

Shipping

Customer is responsible for freight costs both ways (inbound and outbound) for warranty and non-warranty repairs.

Computer Place London is not liable for damages incurred during shipment. Damage incurred during shipment for warranty product will void its warranty. For this reason we recommend that you insure the product.

Standard Product Warranty Policy

All Computer Place London products, unless otherwise noted, sold in the UK carry a standard 90-day limited warranty against defects in materials and 14-day workmanship. During the warranty period, Computer Place London will at its option and at no charge (excluding freight), repair or replace equipment that proves to be defective. The limited warranty covers only defects encountered during normal use of the product. Warranty does not apply to damage from improper installation, misuse, abuse, accidents, unauthorized service, or inappropriate packaging used when shipping to Computer Place.

Non-Warranty Repair Policy

Computer Place London offers repair service for product(s) issues that occur outside of the limited warranty period or terms. All non-warranty repairs are performed at Computer Place London workshop. A bench service fee is charged for all non-warranty repairs.

In the event the product requires repair Computer Place London will provide an estimated price quotation to the customer. No repairs will be performed until the customer agrees to the stated cost of the repair and issues a company purchase order or credit card for the agreed upon amount.

In the event Computer Place London determines that the product cannot be repaired, or the customer declines to repair the product, the customer will still be obligated for the bench repair fee.

All other terms and conditions of the above-stated Repair Service Policy apply to non-warranty repairs.

Repair Warranty Policy

All Computer Place London repairs carry a fourteen-day (14) limited warranty against defects in materials and workmanship. This warranty pertains only to the specific repair and any new and different defect in materials or workmanship will be treated as a new incident. Parts and products provided as a result of warranty service may be other than new but will be in good working order. All defective materials that are replaced become the property of Computer Place London.

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<http://www.computerplacelondon.co.uk/terms>