



PETRONELLA COMPUTER CONSULTANTS

TEL 919.422.2607

FAX 919.882.9567

P.O. BOX 13012 / RALEIGH, NC 27605

EMAIL support@petronellacomputer.com

URL www.petronellacomputer.com

TERMS AND CONDITIONS OF SALE

PAYMENT: Invoices are due and payable in accordance with the terms on the front of this invoice. An interest charge of 10% per month will be added to all past due accounts. There is a \$30 service charge for all returned checks. Should it become necessary for Petronella Computer Consultants, Inc. to retain an attorney to make demand upon or collect any past due invoices or statements, the customer agrees to pay all costs of demand and collection, including attorney fees, recording fees, and court costs, incurred by Petronella Computer Consultants, Inc. through all appeals, and bankruptcy proceedings, if any. **LABOR, EXTENDED WARRANTY, SOFTWARE, CLEARANCE, MEDIA, BATTERY, AND SPECIAL ORDER sales are final.**

RETURNS/REFUNDS: With the exception of the items mentioned above, Petronella Computer Consultants, Inc. will accept returns or exchanges within 15 days of the original purchase date. A 20% restocking charge will be applied to all returned merchandise. **All returned items must be in "like new" condition, with original box, packing materials, cables, disks, contents, accessories and manuals.** There will be no returns/refunds after 15 days from the original purchase date. Refunds of all check purchases, and cash purchases over \$50, will be issued by check from our corporate office within 14 days of return. Preventative maintenance contracts are NOT REFUNDABLE.

LIMITED WARRANTY: Petronella Computer Consultants, Inc. parts and computers are warranted for one year from purchase date. During this time, Petronella Computer Consultants, Inc. warrants products to be free from defects in material and workmanship under normal use and service. This warranty is contingent upon the proper use of the product in question, and Petronella Computer Consultants, Inc. does not in any way claim responsibility or can it be held liable for any injuries or damages sustained because of defective product, misuse, or negligence to any person(s) or properties. If the product incurs any physical damage, the warranty will be void. Parts found defective by Petronella Computer Consultants, Inc. within the warranty period will be either repaired or replaced at the sole discretion of Petronella Computer Consultants, Inc. All warranties by Petronella Computer Consultants, Inc. will be void if the warranty sticker is broken or removed. Petronella Computer Consultants, Inc. is not responsible for any loss of data that may incur while equipment is being repaired on-site or in our possession. Petronella Computer Consultants, Inc. is also not responsible for any part that fails while in our possession, unless specified part is still covered under the warranty provided by Petronella Computer Consultants, Inc. For non-Petronella Computer Consultants, Inc. parts we guarantee only the parts installed by us will perform satisfactorily under conditions of normal usage for a period of ninety days after the date of repair.

CANCELLATION POLICY: All clients shall be required to give a 24 hour notice of cancellation of any set appointment. If you fail to notify Petronella Computer Consultants, Inc. of cancellation and/or reschedule within the specified time frame, a fee equal to one hour service charge will be charged at the sole discretion of Petronella Computer Consultants, Inc.

EXCEPTIONS: All clearance items carry a limited 7-day warranty unless otherwise marked. Retail boxed products & special orders have their own specific manufacturer warranties & support (for example: scanners, printers, etc...).

TECHNICAL SUPPORT: During the Petronella Computer Consultants, Inc. warranty period, technical support on hardware issues is provided with all Petronella Computer Consultants, Inc. personal computers. Please call the respective publishers for software support. Software related setup and technical support will be billed to the customer at the applicable bill rate listed on the current price sheet.

LIMITATION OF LIABILITY: Petronella Computer Consultants, Inc. will not be responsible for consequential damage to any product that it sells, caused by either internal or external equipment, shorted connections or components not installed by or obtained from Petronella Computer Consultants, Inc. Petronella Computer Consultants, Inc. shall not be liable for damage to painted surfaces or products due to physical abuse, excessive use, exposure to liquids, chemicals, oxidation, or corrosion.

The Limited Warranty does not cover any losses or damages that may occur as a result of:

- A. Shipping or improper installation or maintenance not performed by Petronella Computer Consultants, Inc.
- B. Misuse, neglect, or improper environment.
- C. Excessive or inadequate electrical power surges, or other irregularities.

SATISFACTION GUARANTEE: Petronella Computer Consultants, Inc. guarantees service and repair work. If the same problem reoccurs or the issue is not resolved with 100% satisfaction, a return visit within 30 days of the original visit is always at no charge. This guarantee does not apply to virus or spyware infections and will be void if repair is attempted by someone other than a Petronella Computer Consultants, Inc. technician. Return visits associated with the satisfaction guarantee will be limited to the availability of the original technician involved and during regular business hours only.

Petronella Computer Consultants, Inc. reserves the right to make changes to the above Terms and Conditions at any time and for any reason.

Effective January 1, 2006

THANK YOU FOR CHOOSING PETRONELLA COMPUTER CONSULTANTS, INC.