



**STOP!** Upon receipt, please register your warranty at  
[www.britetechcenter.com/register](http://www.britetechcenter.com/register)

### **Step One:**

Call Brite Toll Free at 1-866-224-6698 or Email [help@britecomputers.com](mailto:help@britecomputers.com)

*See Reverse Side For Terms and Conditions*

Please have your system serial number ready.

Please call from a phone near your server.

### **Step Two:**

The Brite technical-support operator will ask you to perform some basic diagnostic procedures. With your help, Brite can pinpoint the problem and return your computer to service as soon as possible. In some cases the technician may be able to remotely login to your Server and run diagnostic tests and perform necessary repairs. Your assistance is key to our goal of minimizing your downtime. Brite is able to solve a majority of calls without dispatching a technician.

Following completion of remote troubleshooting and problem determination, the analyst will determine if the issue requires an on-site service technician and/or parts to be dispatched or if the issue can be resolved remotely over the phone.

### **Step Three (if necessary):**

24/7 Onsite Service can place a Brite-certified technician at your location usually within 8 business hours, if necessary, to help get your system back in operation as rapidly as possible following phone-based troubleshooting.

When on-site service is provided, the technician may replace parts needed for a repair.

We guarantee your satisfaction and want your warranty repair to be as simple and hassle free as possible. If you have any questions, call Brite Computers at 1-866-224-6698.

# Brite 3 Year 24/7 On-Site Server Warranty Terms and Conditions

## Warranty Coverage

Under the Three Year On-Site Warranty, BRITE warrants its computer systems from defects in material and workmanship in the course of normal use for three (3) years from the BRITE invoice date. Specifically, all factory-installed hardware is covered by BRITE on-site warranty for three years from the invoice date. Defective product shall be replaced with equivalent or upgrade product. BRITE reserves the right to upgrade other components, as necessary, in order to maintain product compatibility.

## Warranty Exclusions

1. All other external hardware is only covered by BRITE's standard warranty and the manufacturer's warranty. Examples of external hardware include: printer, scanner, external backup device, battery pack, external disk/CD ROM drive, plotter, speakers, external modem, monitors, keyboards, mice, etc.
2. BRITE's on-site warranty does not cover failures resulting from a user's attempt to service or upgrade factory-installed hardware or install, service or upgrade other hardware, without permission from BRITE.
3. BRITE's on-site warranty does not cover damage due to improper installation or maintenance, misuse or neglect, or any cause other than ordinary commercial application, including without limitation, accidents, acts of God, nature, war, or riots. It does not include damage due to improper environment, excessive or inadequate heating or air conditioning or electrical power failures, surges or other irregularities.
4. BRITE's on-site warranty does not cover software products, including but not limited to operating systems, application programs, network software, databases, files, source code, object code or proprietary data.

## Service Hours

All service will be performed 24/7 including holidays.

## Service Procedure

If a computer system or component thereof proves to be defective during the warranty period, BRITE or its contracted representative will repair or replace the system or component at BRITE's option if the following procedure is followed:

1. The BRITE Technical Support Department can be reached at 1-866-224-6698. They must be contacted by the original purchaser, his agent or representative, and supplied with the nature of the problem with the systems serial number, which is located on the back of the computer. At that time, a return address, contact name and phone number must be supplied to BRITE.
2. If the Technical Support Department is unable to solve the problem over the phone, then a service call will be scheduled. Service shall be performed between 24-48 hours (excluding weekends and holidays) from the date of the request for service with the following conditions:
  - a. All factory-installed components shall be serviced on-site. Items not covered are listed above under Warranty Exclusions. Certain items may be deemed as "Field Replacable WIPS" and may be cross-shipped for in-field replacement. A credit card will be required to secure the product. If the defective product is not received back at BRITE within 10 business days, the credit card will be charged in the amount of the replacement product.
  - b. Keyboards and mice shall be cross-shipped to the customer within 1 business day. Monitors can be crossshipped during the 1st year with a major credit card. After the 1st year monitors must be sent to BRITE for repair. A loaner monitor may be requested in the interim with a major credit card. The loaner must be returned upon receipt of your repaired monitor. If BRITE does not receive the defective product within 10 business days, the replacement product shall be invoiced to the customer.
  - c. If a monitor is not in like new condition, the replacement product shall serve as a loaner. BRITE reserves the right to use a monitor of a different size as a loaner. When the customer's monitor is repaired and returned to the customer, the customer shall return the loaned monitor to BRITE within 10 business days. If the loaned monitor is not returned within 10 business days, it shall be invoiced to the customer.
  - d. A BRITE authorized service provider shall perform all service, at the direction of BRITE, on a per incident basis. This may include a BRITE employee, contracted service provider, or the customer.
  - e. If the service provider determines that the failure resulted from a cause other than hardware failure as described above, then the customer may be billed at BRITE standard on-site service rates.

BRITE WILL NOT BE LIABLE FOR ANY LOST PROFITS OR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE PRODUCT, EVEN IF BRITE HAS BEEN ADVISED OF POSSIBILITY OF SUCH DAMAGES. BRITE MAKES NO WARRANTY OF ANY KIND WITH RESPECT TO ANY SOFTWARE OF ANY KIND WHETHER SHIPPED WITH ANY BRITE PRODUCT OR NOT. REGARDLESS OF THE FORM OF ACTION AND WHETHER IN CONTRACT OR TORT, BRITE'S LIABILITY SHALL BE LIMITED TO PURCHASE PRICE OF THE SPECIFIC PRODUCT WHICH PROVED TO BE DEFECTIVE. AT NO TIME SHALL BRITE BE HELD LIABLE FOR THE LOSS OF DATA, INFORMATION, SOFTWARE, OR THE USE OF EQUIPMENT FOR ANY REASON.