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Viscom Technology Group, Inc.
4064 Peavey Road
Chaska, MN 55318

Support Hotline

(877) 882-4562

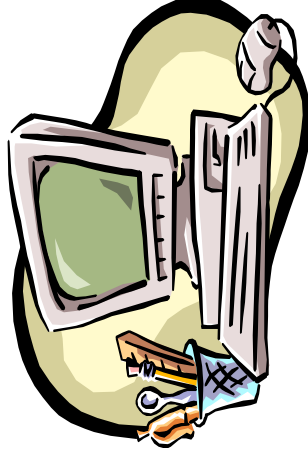
Monday -Friday 7:00 AM – 11:00 PM Central Time
Saturday and Sunday 9:00 AM – 5:00 PM Central Time

Computer Technical Support

(800) 877-7933

7 Days a Week

Viscom Technology
Group INC.



Web-based support:

V²Premier.com

www.v2premier.com

On Site Limited Warranty Terms and Conditions

This warranty certificate sets forth the terms and conditions Viscom Technology Group, Inc. will provide "On Site" services ("Services") on the specific equipment ("Equipment") and noted as eligible for "On Site" warranty service on the invoice ("Invoice"). Services shall consist of labor rendered and parts sent by Viscom Technology Group, Inc. necessary to restore Equipment to normal operating condition in accordance with Equipment specifications and/or descriptions.

TERM

This warranty shall commence upon the Purchase date and shall continue for twelve (12) months.

SERVICES PROVIDED:

The Services provided hereunder are only available for the Equipment as indicated on the invoice. Viscom Technology Group, Inc. shall use all reasonable efforts to perform Service, but will not be responsible for delays or failures in performance when due to causes beyond its reasonable control. Replacement parts or product will be provided without charge and will be new reconditioned or reassembled parts, which are equivalent to new. On-site service is not provided for any external component to the computer or any software related difficulties, or within the first 30 days after delivery.. All replaced parts will become the property of Viscom Technology Group, Inc. After 30 days Viscom Technology Group, Inc. reserves the right to charge customers at current rates for consumable parts or other parts required by customers such as laptop batteries, mice, keyboards, speakers, microphones, paper products, flash memory, ribbons, bulbs, toners, batteries, burned phosphor in CRT's and fuses. After 30 days from original shipment, Computer towers will be repaired not replaced. Items returned for repair or replacement must be shipped in original packaging.

SERVICE LIMITATIONS

The following services are outside the scope of Services and will, upon Customer's request be furnished by Viscom Technology Group, Inc. on an as-available basis at Viscom Technology Group, Inc.'s then current time and materials charge: (a) **repairs, replacements or adjustments or increased service time required as a result of improper installation or software setup**; (b) any cause external to equipment, including, but not limited to, any act of God, lightning or power surges, abuse, negligence, accident or failure to maintain the proper operating environment; (c) modifications, alterations, attachments or services made or performed by persons other than Viscom Technology Group, Inc.; (d) use of equipment, programs, attachments or devices not approved by Viscom Technology Group, Inc.; and (e) repairs, replacements or increased service time due to software or software viruses.

WARRANTY LIMITATION

THERE ARE NO OTHER EXPRESS WARRANTIES OR CONDITIONS RESPECTING THE EQUIPMENT. IMPLIED WARRANTIES, IF ANY, ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY PROVIDED HEREIN.

CUSTOMER OBLIGATIONS

The customer must maintain the Equipment in a good operating environment, including proper electrical supply, and cleaning in accordance with manufacturer's instructions. CUSTOMERS SHALL BE SOLELY RESPONSIBLE FOR ADEQUATE BACK UP OF ALL FILES ON A DAILY BASIS. CUSTOMER MAY BE SOLELY RESPONSIBLE FOR THE RETURN OF ALL PARTS SENT TO THE CUSTOMER FOR THE PURPOSE OF REPAIRING THE COMPUTER.

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VERY IMPORTANT!

**PLEASE READ PAGE ONE FOR IMPORTANT
MICROSOFT WINDOWS XP PRODUCT INFORMATION.**

WHEN SERVICE IS NEEDED

Please contact **hardware** Technical Support number at 1-800-877-7933, so they may determine if an actual hardware failure took place. In the event hardware repair is necessary, replacement parts will ship via 2-day delivery. Parts not in stock will be ordered immediately. Contact hardware technical support at 1-800-877-7933 within 48 hours of the parts order to arrange an On-Site visit. Pending parts availability, On-Site service can usually be performed within 5 business days of Customer's call.

OUT OF SCOPE SERVICE

Any other services performed by Viscom Technology Group, Inc. at the Customer's request, which are outside the scope of Services, shall be separately invoiced and payment is required upon completion of the service.

LIMITATION OF LIABILITY

IN NO EVENT, SHALL VISCOM TECHNOLOGY GROUP, INC. BE LIABLE FOR ACCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES INCLUDING BUT NOT LIMITED TO: LOSS OF USE, LOSS OF DATA, AND LOSS OF BUSINESS PROFITS.

SOME STATES DO NOT ALLOW THE EXCLUSION LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

DISPUTE RESOLUTION

Customer agrees, as a specific condition of the Warranty, that if any dispute arises between the Customer and Viscom, its officers, directors, employees, agents, representatives or assigns, including but not limited to a dispute regarding the Services, the Equipment or the warranty, any legal action arising from such a dispute against Viscom, its officers, directors, employees, agents, representatives or assigns shall be venued only in a court located in Minneapolis, Hennepin County, Minnesota, and that there shall be no personal jurisdiction over Viscom, its officers, directors, employees, agents, representatives or assigns in any other state other than Minnesota. Further, Customer agrees that any legal action brought by the Customer against Viscom, its officers, directors, employees, agents, representatives or assigns shall be determined by the laws of the State of Minnesota, regardless of the location in which the Customer resides.

GENERAL

Customer may not assign this Certificate without Viscom Technology Group, Inc.'s prior consent. All notices hereunder shall be in writing addressed to the parties at their addresses set forth on the invoice. The Certificate is the complete agreement belonging to parties with respect to its subject matter and supercedes all prior or contending agreements, promises and proposals; whether oral or written, between the parties. No conditions hereof shall be deemed waived, and no breach or default excused under waiver or excuse shall be in writing a designed by the party to be charged. In the event one or more provisions contained in this Agreement should be held unenforceable, then unenforceability should not effect any other provisions of the agreement.

PLEASE KEEP THIS DOCUMENT IN A SAFE PLACE FOR YOUR REFERENCE. THIS WARRANTY GIVES YOU THE SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER SPECIFIC LEGAL RIGHTS, WHICH VARY, FROM STATE TO STATE.

**FOR SERVICE & SUPPORT
CALL:**

1-800-877-7933



Important Information:

Your Microsoft Windows XP Product key is located on a colored sticker on the bottom of your tower. Do NOT remove it unless directed by a technician.

ALL SOFTWARE AND WINDOWS XP HAVE BEEN PRELOADED ON YOUR SYSTEM. DO NOT INSERT THE "MAINBOARD" CD UNLESS DIRECTED BY A TECHNICIAN.

Use your System Bill of Materials to check and make sure that you have received all of the pieces of your computer system including; Software, Disks, Manuals, etc. *If you are missing components, call 1-877-882-4562.* Any items found to be missing must be reported within 30 days of receipt in order to be replaced. Damage claims must be submitted within 2 business days of receipt. Must have original packaging, including external boxes, to process missing items or damage claims, all claims are subject to review.

For questions about how to use Windows XP, please view the "Help" program located under the "Start" menu before contacting technical support. The "Start" Button is located on the bottom left of your screen.

DO NOT REMOVE THE OUTER CASE OF YOUR COMPUTER SYSTEM WITHOUT THE ASSISTANCE OF A VISCOM TECHNICIAN. DOING SO MAY VOID YOUR WARRANTY.

Viscom reserves the right to refer the customer to the manufacturer of the product.

Up to 30 days from the purchase of the system, shipping costs are covered under the warranty (excluding any pick-up fees or returns for credit). The customer is expected to cover 100% of S&H costs thereafter.

Shipping costs on returns for credit are non-refundable.



Return Policy

Returns must be made within 30 days of purchase.

Shipping, handling, return postage and fulfilled rebates are non-refundable. Return shipping and handling is the customer's responsibility.

Call (877) 882-4562 to obtain a Return Merchandise Authorization (RMA) kit. This number will be used to expedite your return for credit.

Follow these shipping instructions below **AFTER** you receive your Return Merchandise Authorization (RMA) number:

1. Place your product in the original packaging and include all accessories, parts, books and software for a full refund.
2. Enclose a copy of your invoice.
3. Write your full name and address as well as the Return Merchandise Authorization number on the outside of the package. **ANY PACKAGES RETURNED WITHOUT A RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER WILL BE REFUSED.**
4. Address your package to:

**Viscom Technology Group, Inc.
4064 Peavey Road – Dock A
Chaska, MN 55318
ATTN: RMA RECEIVING**
5. Return your package(s) via UPS; be sure to insure them for the full value. This will protect your packages from loss or theft. Save your tracking numbers until you receive your credit. There will not be any refunds for items lost or damaged in the shipping process.

Please allow 30 – 45 days from date of shipment for the return process to be complete.