



<http://www.GorillaStrong.com/Warranty>

Hardware Replacement/Upgrades:

Manufactures limited warranty that is offered by the manufacturers of the various computer components, and is limited to their specific terms and conditions of sale, and more specific, their return policies.

Overclocking:

Overclocking is a method of making your CPU, video card, 3D accelerator and some other hardware run faster and/or better and is not endorsed by the manufacturers of the item, and therefore excluded from the warranty offered by the manufacturer.

60 Day Warranty On Labor/Work Service Provided:

In servicing your computer, Gorilla Strong Computer Repair of Beaufort, SC warrants that service will be performed in a professional and timely manner. Gorilla Strong Computer Repair offers a 60 day limited warranty on all computer repairs and upgrades. At Gorilla Strong Computer Repair discretion, if the issue from the original work order reoccurs within 60 days we will perform the service again at no charge. This warranty does not include: any software issues created and/or caused by the "end user" such as viruses, spyware, tampering with the settings or other non-related hardware failures. Limited warranty does not include any additional software, hardware, parts, system upgrades, or additional components needed, added OR installed to the system by the user.

Not Covered Under Warranty:

There are no warranties for computer repair that involve personnel software issues, virus, spyware, malware problems.

We provide what we believe is that best protection against viruses and spyware at the time of service. There is no 100% protection against these computer threats. Each computer is susceptible to viruses. Due to the nature of computer viruses, spyware, malware, adware etc, the complexity of, and how they change on a daily basis, your surfing habits, web sites you visit, downloads, program installs, emails etc. WE cannot monitor your surfing habits, therefore cannot guarantee your computer will not become infected again. Viruses, Spyware have been very complex, very sophisticated and very difficult to detect and remove these days. "Program Coders", hackers target popular websites – video, music, facebook apps, MySpace, free screen savers, free game sites. Social networking sites, file sharing – Limewire, Bearshare downloads are usually infested with computer viruses, spyware and malware. Your Operating System, security programs, antivirus software are fully updated, "patched" & current during service. Your computer is thoroughly cleaned during virus removal services. Security programs we install, if needed do the best job of protecting overall, but by no means guarantee/warranty that your system will not become infected once again.

If you get infected within 60 days, we will analyze the situation to see if you qualify for a discounted removal fee.

- If our assistance is required after a customer attempted to solve a problem out of their own accord, the repair there of will not be covered under the warranty.
- This warranty does not cover any loss of business, profits, or other consequential damage, real or perceived, that may have resulted from any malfunction of the computer system nor does it cover any hardware or software installed by the user.
- Damage from flood, lightning strikes, earthquake, any other acts of God, mishandling, dropping, or infestation is not covered by this warranty. Gorilla Strong Computer Repair reserves the right to determine whether alterations have been made, or damages caused, by such facts that would serve to void the terms of this warranty.
- This limited warranty does not cover damage resulting from damage caused by failure to provide a suitable installation or operating environment for the product and/or accessories; damage caused by impact with other objects, dropping, falls, spilled liquids or immersion in liquids; servicing not authorized by Gorilla Strong Computer Repair, usage not in accordance with product instructions, failure to perform required preventive maintenance, accident, abuse, misuse, neglect, natural disasters such as flood, fire, earthquake or lightening, problems with electrical power such as power surges and problems caused by use of parts, components, services or software not supplied by Gorilla Strong Computer Repair.
- Gorilla Strong Computer Repair makes no representations or warranties, express or implied, with respect to services provided by Internet Service Providers. This includes their ability to provide services, their ability to work with our systems, interruption of service, or their ability to sustain such services over extended periods of time. Gorilla Strong Computer Repair is not affiliated and has no agency relationship with providers of such services and is not responsible for their actions or inactions. Gorilla Strong Computer Repair makes no representations or warranties, express or implied, with respect to Internet retail products or services provided by other companies, or accessibility via its website. Although your computer system may include programs, software or access to certain providers, Gorilla Strong Computer Repair makes no guarantee of access to providers, programs, software or websites.
- This limited warranty does not cover any items in the following categories: software; sound cards, joysticks, printers, scanners, speakers, cameras, (Collectively "Accessories"); other external peripherals; Accessories or parts added to a Gorilla Strong Computer Repair computer system. These components may have a warranty from their respective manufacturers.

We strive to make each computer very reliable and take great effort in building and fine-tuning every system. We take precautions to prevent static damage to any component and are very careful installing/removing vital components. Thank you for choosing us.

Gorilla Strong Computer Repair, LLC | Beaufort, South Carolina, USA