

WISE OWL TECHNOLOGIES LABOR LIMITED WARRANTY

Paid Labor carries a 30-day warranty (Unless otherwise stated on your invoice or receipt) and all work is performed to industry standards by fully qualified technical personnel. Wise Owl Technologies warrants to you that we will accomplish all repairs in a timely and professional workmanship like manner.

We also warrant the following:

Limited Warranty labor and repairs, Paid repairs and parts installations are warranted for 30-days after completion of work. Failure of parts purchased from us and installed by us within 30-days from the date of the original service invoice will be replaced and installed by us free of charge. After 30-days the manufacturer's warranty applies. You are required to present the item, part or computer system to us at our regular place of business for any warranty service or replacement. You must request warranty service before the expiration of this warranty. Failed parts must be returned to us not-later than 30-days from the date of the original invoice to qualify for in-house replacement. Parts warranties after the first 30-days must be handled with the manufacturer directly.

What is covered by this limited warranty?

This warranty covers defects in workmanship of Wise Owl Computers-provided service for a period of 30-days.

What is not covered by this limited warranty?

This limited warranty expressly DOES NOT cover:

Any Software installation , including the operating system and software added to or substantially changed since we provided the original service or labor.

Problems that result from:

- External causes such as accident, abuse, misuse, or problems with electrical power or telephone systems.
- Servicing not authorized or provided by Wise Owl Computers.
- Usage that is not in accordance with product instructions.
- Failure to follow the product instructions or failure to perform preventive maintenance.
- Problems caused by using accessories, parts, or components not supplied by Wise Owl
- Labor or services for which Wise Owl Computers has not received payment.
- Parts received after 30-days from your original labor invoice.

How long does this limited warranty last?

This labor limited warranty lasts for 30-days from the date of original repair. The warranty period is not extended if we reaccomplish the repair. Wise Owl may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

What will Wise Owl do?

During the first 30-days of this limited warranty, we will re-accomplish any Wise Owl provided labor actions that prove to be defective in workmanship including labor. If we are unable to repair the product we will refund your paid labor charges. If we determine that the problem is

not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

What if I purchased a service contract?

If you are on an active service contract with Wise Owl, service will be provided to you under the terms of the service agreement. Please call us at 906-253-1303 to arrange for a service technician to assist you.

Is my limited warranty transferable?

Wise Owl Limited warranties on labor are not transferable. You may be required to produce the original invoice when requesting service under this warranty.

Note: Before you deliver the product to us, make sure to backup the data on the hard drive and any other storage device in the product. Remove any confidential, proprietary or personal information, REMOVE THE ADMINISTRATOR PASSWORD FROM THE SYSTEM, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.