

## **IHOME MEDIA SALES**

Any ownership rights of hardware or licenses will not be given to the customer until full payment has been received.

All specifications and prices on any literature or within any quotation are subject to change without any notification. Any changes to parts will be of the same or greater specification.

All PCs and hardware comes with a 1-year onsite warranty. This covers parts and labour for the first year only. We will inform you of any manufacturers warranty on the parts, which may exceed our 1-year warranty.

If a fault is found, please contact our head office and we will in the first instance try to solve the problem over the telephone.

If we are called to your home to fix a problem and there is no problem, a call out fee will be charged, which is currently £60 + any additional travel charges.

If you bring your media centre to our office and there is no problem, no call out fee will be charged and you will not incur and charge.

ihome services cannot be held responsible for any data held on a customer's machine, for any loss of data, damage from any other parties or forces and any third party hardware or software. Please ensure you make regular backups, especially before a machine is to be repaired.

After rt

The warranty does not cover:

- any losses incurred by the customer due to breakdown;
- faults from third party software or hardware;
- faults from misuse or user error by the customer;
- damages from accidents, fire, lighting, theft, explosion, flood, earthquake or other natural disaster;
- damages due to power surge or mains power fluctuations;
- damages to the case, plastic and/or metal trim;
- normal wear and tear.

If a fault is found from any of the above, you will be required to pay for any repair costs and a call our fee.

The guarantee is invalidated if:

- the customer opens the case without consent by ihome services;
- another party modifies, repairs or alters the system.