

## **Vendor's Refurbishment Criteria and Warranty:**

**Please Note:** even though we have a "Grade A" specification on our grading scale, the highest we will grade all of our product is "Grade B". This includes all "Grade A" products. In other words, if you receive an item that can be considered "Grade A", you will only be charged the "Grade B" pricing, no higher, ever. This way, if you do receive a "Grade A" rated product, that designation will be in your favor, not ours.

**Please Note:**

**ALL UNITS SHIPPED ARE GRADE B OR BETTER.**

**Warranty: 30 DAYS DOA from date of shipment - we cover shipping back; 6 months warranty on all units we sell (Acts of Nature, human negligence and software issues are not covered)**

**Minimum order: 1 unit, be it a desktop or laptop**

Each unit shipped is tested thoroughly. We do not just boot to BIOS (unless requested). All units are booted to a full version of Windows and extensive testing is performed.

Desktops/Towers do not come with a keyboard, mouse or power cord. These are not provided by our upstream provider, so we can't provide them to you. Units that require an AC Adapter will be provided unless noted.

Windows 7/8/8.1 Pro machines are automatically upgraded to Windows 10 Pro 64-Bit based on the original COA/Windows Identification Sticker on the machine.

Due to changes in the way Microsoft sells its Windows 10 Refurb licenses, please let us know if you need an official license. There will be an additional cost, dependent on the volume of requested licenses.

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**LAPTOP BATTERIES ARE SOLD "AS-IS"**. Inasmuch as we try and test batteries, there will be some that are deemed "Excellent" or "Good" that may not hold any charge that gets shipped. We do not send out "fair" or "low" conditioned or dead batteries. **We test and mark each battery that goes out with each laptop.**

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**WE DO NOT GUARANTEE A WEBCAM WITH ANY LAPTOPS THAT WE SELL!!!** This cannot be stressed enough as our upstream provider does not guarantee them to us. If your laptop order requires a webcam, it may delay or hinder processing of your order for an extreme length of time or to not ship at all and be cancelled since the order could not be fulfilled.

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Laptops may or may not have a vinyl skin on the lid and/or palm rest. This is a **cosmetic feature** and does not in any way affect the performance of the laptop. If you require Grade A units without skins, your order may be delayed or outright cancelled due to **LACK OF INVENTORY**. Older units will most likely be shipped with some kind of vinyl skin on them.