Computer Hardware Warranty Card & Policy

Vancouver Nexgen Computer Ltd. (VNC) · In-Store Warranty for Custom & Pre-Owned PCs

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Customer name		**Phone**	
Invoice No.		**PC ID / Serial No.**	
PC type	☐ New custom build: 1-year in-store warranty ☐ Pre-owned PC: 6-month in-store warranty		
Order date		**Date all parts arrived**	
Pickup (handover) date		**Warranty start date**	
In-store warranty ends		**Staff**	

Warranty Period

The VNC in-store warranty lasts 1 year for new custom-built PCs and 6 months for pre-owned PCs; all other terms are the same. The start date is set as follows, using the dates on this card ("15 days after the order date" means the order date plus 15 days; for example, an order placed on Nov 1 gives Nov 16):

1. **Picked up within 15 days:** If you pick up your PC within 15 days of the order date, the warranty starts on the pickup (handover) date.
2. **Built but not picked up:** If all parts have arrived and your PC is built, but you have not picked it up within 15 days of the order date, the warranty starts 15 days after the order date.
3. **Not built for reasons on your side:** If all parts have arrived but your PC has not been built for reasons on your side (for example, you asked us to wait, have not confirmed the configuration, or keep changing it), the warranty starts 15 days after the order date.
4. **Parts not complete within 15 days:** If not all parts have arrived within 15 days of the order date, we will agree on the start date with you based on the parts involved and write it on this card. If we cannot agree, the warranty starts on the date we notify you that all parts have arrived and your PC can be built.

We will notify you by text, WhatsApp or email when all parts have arrived and when your PC is ready. These notices are the record for the dates above.

Example: ordered Nov 1 and picked up Nov 10 – the warranty starts Nov 10. Ordered Nov 1, PC built, but picked up Dec 20 – the warranty starts Nov 16.

What this warranty covers: PCs built or sold by VNC, including the components inside the case. Peripherals such as monitors, keyboards, mice, headsets and speakers are covered only by their manufacturers' warranties; VNC does not provide an in-store warranty for them.

Manufacturer warranty periods for each component follow the brand's official terms; please check them with the brand directly. After the VNC warranty period ends, we can still help with manufacturer claims for parts under manufacturer warranty at standard labour rates.

What We Cover

1. **In-store service:** Please bring your PC to our store for warranty service. Free on-site service is not included; on-site service is available at an extra charge, quoted in advance.
2. **Free diagnostics:** During the warranty period, if your PC develops a fault under normal use, bring it to our store and we will diagnose it free of charge. There is no diagnostic fee even if no fault is found or the problem turns out to be software-related.
3. **Assembly workmanship:** Assembly issues such as loose cables, poor hardware contact, cooler mounting or airflow are adjusted and secured free of charge by our technicians.
4. **15-day exchange:** Within 15 days of the warranty start date, if we confirm that a component has a quality defect (not caused by damage or misuse) and we have the same model in stock, we will replace it from our stock right away and send the faulty part to the manufacturer ourselves. If the same model is not in stock, we will handle a manufacturer warranty claim as described in item 5.
5. **Free removal, reinstallation and RMA handling:** If a component defect is confirmed, we will remove the faulty part free of charge and file a warranty claim (RMA) with the manufacturer on your behalf. Any charges from the manufacturer, including shipping to and from the manufacturer, are paid by the customer. When the repaired or replaced part comes back, we will reinstall it, tidy the cabling and stress-test the whole system for free. The manufacturer decides whether to repair or replace the part under its own warranty terms; an RMA usually takes 2–4 weeks.
6. **How we assess problems:** Whether performance, temperatures or stability are abnormal is judged against the handover test record (Section 4).

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7. **Warranty after repair or replacement:** Parts replaced by us, or repaired or replaced by the manufacturer, are covered by the VNC warranty only for the rest of the original warranty period; the period does not restart.

Not Covered

1. **Physical & accidental damage:** Drops, impacts, crushing, liquid exposure or corrosion, bent or broken pins, etc.
2. **Unauthorized disassembly:** Opening the PC, or changing internal cables or components, by you or a third party without our approval.
3. **Overclocking & BIOS changes:** Damage caused by overclocking, changing BIOS settings (including voltage, frequency and memory XMP/EXPO) or flashing BIOS firmware. Our settings at handover are as recorded in the handover test record.
4. **Software problems you caused:** Problems caused by software or system changes you made (e.g. OS crashes, driver conflicts, viruses) are not covered. If you would like us to fix them, standard rates apply and we will quote first.
5. **Labels & serial numbers:** Tamper labels, warranty stickers or brand serial numbers (SN) that are damaged, altered or removed, or that do not match our sales record.
6. **Force majeure & power events:** Damage from lightning, power surges, floods, fire or other external events.
7. **Improper use:** Intensive cryptocurrency mining, or use in extreme temperatures, high humidity or heavy dust.
8. **Customer-supplied parts:** Parts you supplied, and faults they cause, are not covered. If you would like us to work on them, standard rates apply and we will quote first.
9. **Data:** The warranty covers hardware only and does not include data recovery. Please back up important data before bringing your PC in. To the extent permitted by law, VNC is not responsible for data loss. We will ask for your consent before any step that erases data, such as reinstalling the operating system or formatting a drive.

Handover Test Record

Completed by VNC at handover and confirmed by the customer. This record is the reference for later questions about performance, temperatures, stability and BIOS settings.

Stress test & duration		**CPU max temperature**	
GPU max temperature		**BIOS version**	
Memory speed / XMP·EXPO		**OS & activation**	
Handover photos		**Notes**	

Other Terms

1. **Shipping and manufacturer charges:** Shipping costs during warranty service, including shipping to our store, courier and insurance fees to and from the manufacturer, and any other charges from the manufacturer, are paid by the customer.
2. **Original packaging:** Please keep the original boxes and anti-static bags for the motherboard, graphics card and other components during the warranty period. Without them, parts may be damaged in RMA shipping or refused by the manufacturer, and VNC is not responsible for the resulting loss.
3. **Non-transferable:** This warranty applies only to the original purchaser and does not transfer with the PC. We will check the customer details on this card when you request service.
4. **Uncollected equipment:** We will notify you when diagnosis or repair is complete, or when your new PC is ready. If the equipment is not collected within 30 days of notice, a storage fee of $5 per day applies from day 31. If it remains uncollected after 90 days, or fees are overdue, we will follow the procedure in the BC Commercial Liens Act: we will first give you written notice listing the equipment, an itemized statement of charges and the date of sale or disposal (no earlier than 20 days after the notice is delivered). If the matter is still unresolved by then, we may lawfully sell or dispose of the equipment, apply the proceeds to the amount owed and return any balance to you. We will erase any data on the equipment before disposal.
5. **How to get service:** (1) Contact us by WeChat, WhatsApp or phone and briefly describe the problem (online support daily 12:00–24:00, Vancouver time). (2) Bring the PC to our store at Unit 2155, 4000 No. 3 Road, Richmond, BC V6X 0J1 (open daily 12:30–19:00). (3) We will complete initial diagnosis within 1–3 business days and discuss the next steps with you.

Your Rights Under BC Law

This warranty is provided in addition to your rights under the laws of British Columbia, including the Sale of Goods Act, and does not exclude or limit any of them. If any term of this policy conflicts with the law, the law prevails.

Store stamp / Staff signature

Date:

Customer signature (I have read and agree to the terms above)

Date:

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