电脑硬件质保服务凭证与保修条例

Computer Hardware Warranty Card & Policy

Vancouver Nexgen Computer Ltd.（VNC）· 组装主机及二手主机店内保修 / In-Store Warranty for Custom & Pre-Owned PCs

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客户姓名 Customer name		**联系电话** Phone	
订单号 Invoice No.		**主机编号 / 序列号** PC ID / Serial No.	
主机类型 PC type	□ 全新组装主机：店内质保 1 年 New custom build: 1-year in-store warranty □ 二手主机：店内质保 6 个月 Pre-owned PC: 6-month in-store warranty		
下单日期 Order date		**配件到齐日期** Date all parts arrived	
取货（交机）日期 Pickup (handover) date		**保修起算日** Warranty start date	
本店保修截止日期 In-store warranty ends		**经手人** Staff	

一、质保期限 Warranty Period

本店质保期：全新组装主机 1 年，二手主机 6 个月，其他条款相同。起算日按以下规则确定，以本单所填日期为准（“下单后 15 天”指下单日期加 15 天的那一天，例如 11 月 1 日下单，即 11 月 16 日）：

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. **15 天内取走：**下单后 15 天内取走的，从取货（交机）之日起计算。
   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. **已装好但未取：**配件已到齐、主机已装好，但客户在下单后 15 天内没有取走的，从下单后 15 天那天起计算。
   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. **因客户原因未装机：**配件已到齐，但因客户原因（如客户要求先不要装、迟迟不确认配置、一直更改配置）没有装机的，从下单后 15 天那天起计算。
   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. **15 天内配件未到齐：**下单后 15 天内配件没有到齐的，根据具体配件与客户协商确定起算日，并填写在本单上；协商不成的，从本店通知客户配件已到齐、可以装机之日起计算。
   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.

配件到齐、主机装好时，本店都会通过短信、WhatsApp 或邮件通知客户，相关日期以通知记录为准。

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.

例：11 月 1 日下单、11 月 10 日取货，从 11 月 10 日起算；11 月 1 日下单，主机装好后客户 12 月 20 日才来取，从 11 月 16 日起算。

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.

适用范围：本保修适用于本店组装或出售的主机，包括机箱内的配件。显示器、键盘、鼠标、耳机、音箱等外设一律按原厂保修，本店不提供店内质保。

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.

各配件的原厂保修期以各品牌官方规定为准，请客户自行向品牌查询。本店质保期满后，配件仍在原厂保修期内的，本店可按标准工时协助返厂。

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.

二、保修内容 What We Cover

1. **到店送修：**保修服务需客户把主机送到门店。本店不提供免费上门服务；如需上门服务，另收费用，事先报价。
   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.

VANCOUVER NEXGEN COMPUTER

2. 免费检测：保修期内，主机在正常使用下出现故障，送到门店后本店免费检测。没有查出故障或属于软件问题的，也不收检测费。

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. 装机工艺免费处理：线材松动、硬件接触不良、散热器安装、风道等装机问题，由本店技术人员直接免费调试和加固。

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 天内先换新：自保修起算日起 15 天内，经本店检测确认为配件本身的质量问题（非人为损坏），本店库存有同型号配件的，先从库存直接更换，坏件由本店自行返厂；库存没有的，按第 5 点代办原厂保修。

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. 免费拆装、代办原厂保修：检测确认为配件质量问题的，本店免费拆下坏件，代客户向原厂申请保修（RMA）。原厂收取的费用，包括寄往原厂和原厂寄回的运费，由客户承担。原厂返回维修或更换的配件后，本店免费装回、理线并做整机压力测试。配件维修还是换新由原厂按其保修条款决定，返厂通常需要 2–4 周。

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. 判断标准：性能、温度、稳定性是否异常，以交机测试记录（第四条）为准。

How we assess problems: Whether performance, temperatures or stability are abnormal is judged against the handover test record (Section 4).

7. 换修后的保修期：经本店更换，或经原厂维修、更换的配件，本店质保期按原保修期的剩余时间计算，不重新起算。

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.

三、不在保修范围 Not Covered

1. 人为及意外损坏：磕碰摔落、外力挤压变形、液体进入或腐蚀、针脚弯曲或断裂等。

Physical & accidental damage: Drops, impacts, crushing, liquid exposure or corrosion, bent or broken pins, etc.

2. 私自拆卸：未经本店同意，客户或第三方拆卸主机，或改动内部线材、配件。

Unauthorized disassembly: Opening the PC, or changing internal cables or components, by you or a third party without our approval.

3. 超频和 BIOS 设置：超频、调整 BIOS 设置（包括电压、频率、内存 XMP/EXPO 等）或刷写 BIOS 固件导致的损坏。本店交机时的设置以交机测试记录为准。

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. 客户自行造成的软件问题：客户自行安装、更改软件或系统造成的问题（如系统崩溃、驱动冲突、病毒），不在保修范围内；如需本店处理，按标准收费，事先报价。

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. 标签和序列号：防拆标签、易碎贴、品牌序列号（SN）破损、涂改、撕毁，或与本店销售记录不符。

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. 不可抗力和用电异常：雷击、电网浪涌、水灾、火灾等外部环境或自然灾害造成的损坏。

Force majeure & power events: Damage from lightning, power surges, floods, fire or other external events.

7. 不当使用环境：用于高强度加密货币挖矿，或在极端温度、过度潮湿、严重积灰的环境中使用。

Improper use: Intensive cryptocurrency mining, or use in extreme temperatures, high humidity or heavy dust.

8. 客户自带配件：客户自带的配件及其引起的故障不在保修范围内；如需本店处理，按标准收费，事先报价。

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. 数据：保修只针对硬件本身，不含数据恢复。送修前请自行备份重要数据。在法律允许的范围内，本店不对数据丢失负责。重装系统、格式化等会清除数据的操作，本店会先征得您的同意。

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.

VNC POWER NEXT-GEN COMPUTER

四、交机测试记录 Handover Test Record

交机时由本店填写，客户确认。日后判断性能、温度、稳定性和 BIOS 设置是否改变，以此记录为准。

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.

压力测试项目和时长 Stress test & duration		**CPU 最高温度** CPU max temperature	
显卡最高温度 GPU max temperature		**BIOS 版本** BIOS version	
内存频率 / XMP·EXPO Memory speed / XMP·EXPO		**操作系统及激活状态** OS & activation	
交机照片 Handover photos		**备注** Notes	

五、其他条款 Other Terms

1. **运费和原厂费用自理：**保修过程中产生的物流费用，包括客户寄送到本店，以及寄往原厂和原厂寄回的快递费、保价费，和原厂收取的其他费用，均由客户承担。

   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. **保留原包装：**建议保修期内保留主板、显卡等配件的原包装盒和防静电袋。缺少原包装可能导致返厂运输中损坏或被原厂拒保，因此产生的损失本店不承担责任。

   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. **保修不可转让：**本保修只对原购买人有效，不随主机转让。送修时会核对本单的客户信息。

   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. **弃机处理：**检测或维修完成后，或新机装好后，本店会通知客户取机。通知后 30 天内未取的，自第 31 天起每天收取 $5 仓储费。超过 90 天仍未取机或费用逾期未付的，本店将依照卑诗省《Commercial Liens Act》规定的程序处理：先书面通知客户，列明设备、费用明细和处理日期（不早于通知送达后 20 天）；到期仍未处理的，本店可依法出售或处置该设备，所得先抵扣欠款，余额退还客户。处置前，本店会清除设备中的数据。

   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. **送修流程：**① 先通过微信、WhatsApp 或电话联系本店，简单说明故障情况（线上客服每天 12:00–24:00，温哥华时间）；② 把主机送到门店：Unit 2155, 4000 No. 3 Road, Richmond, BC V6X 0J1（每天 12:30–19:00 营业）；③ 本店 1–3 个工作日内完成初步检测，并与您沟通处理方案。

   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.

六、法定权利声明 Your Rights Under BC Law

本保修是本店在法律规定之外额外提供的服务，不排除、不限制您依据卑诗省法律（包括《Sale of Goods Act》）享有的任何权利。本条例与法律规定不一致的，以法律规定为准。

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.

服务商盖章 / 经手人签字
Store stamp / Staff signature

客户确认签名（已阅读并同意以上条款）
Customer signature (I have read and agree to the terms above)

日期 Date：

日期 Date：

VANCOUVER NEXGEN COMPUTER