

Frequently Asked Questions...

What are the terms of the Limited Warranty?

The product you have purchased is warranted by Howard Technology Solutions to be free of defects in materials and workmanship under normal use for the duration of the terms as stated in the Limited Warranty. The warranty begins the day we ship your Howard Technology Solutions branded product. As an added convenience, Howard Technology Solutions keeps track of this date for you. Your product's Limited Warranty is non-transferable and will not be honored if the ownership of the product changes. For the duration of the Limited Warranty, Howard Technology Solutions will repair or replace defective parts with new or serviceable parts, which meet or exceed the performance of new parts.

What is not covered by this Limited Warranty?

1. Products located and/or operated outside the 50 states
2. Products purchased from anyone other than Howard Technology Solutions or an authorized reseller/agent
3. Expendable parts (Note: Batteries provided for your notebook are covered for (1) year from the date we ship your system)
4. Accessories or peripherals not sold as part of a Howard branded system. The only accessories and peripherals covered that are sold as part of a Howard branded system are the monitor, mouse, and keyboard.
5. Software products
6. Routine cleaning, cosmetic, and mechanical wear
7. On-site support for monitor, keyboard, mouse, and speakers
8. Damage from the following:
 - Misuse, abuse, neglect, acts of God, fire, vandalism, civil disturbances, or war
 - Use outside of the product's design usage or parameters
 - Use of non-Howard Technology Solutions manufactured or sold parts.
 - Installation of parts not approved by Howard Technology Solutions
 - Repair or replacement by a non-Howard Technology Solutions authorized service partner

How do I get warranty service and support for my Howard Technology Solutions?

Depending on the terms of your agreement, you will receive a combination of one or more of the following: telephone support, parts-only replacement, carry-in service, or on-site service.

How do I get technical support?

With Howard Technology Solutions, you receive **FREE** telephone technical support 24/7, 365 days a year for as long as you own your Howard Technology Solutions product. Our friendly, US-based team of experts will answer your questions about the product, hardware setup, or installation and with telephone hold times typically less than 1 minute. To expedite our service to you, please gather the following information before calling our Technical Support Center at (888) 323-3151:

- Product serial number(s) - on the side or bottom of machine
- Add-on boards of hardware installed on the product
- Third-party software installed on the product
- Operating system type and revision level
- Content of any error messages
- Explanation of the problem and/or detailed, specific questions

Every time you purchase a Howard Technology Solutions branded product in the U.S. you receive a Limited Warranty that provides you with a comprehensive service and support program for the term of the warranty. To determine the warranty type and duration that is included with your purchase, see your packing slip or order confirmation.

Alternately, you may email your questions or description of the problem to Technical Support Center at: tech@howardcomputers.com

Note: Warranty service may be fulfilled by shipping user replaceable parts, such as the keyboard, mouse, cables, monitors, speakers, or similar devices directly to you.

Limited Warranty: Getting support for your Howard branded products.

Howard Industries, Inc. Technology Division Limited Warranty

1. Limited Warranty and/or Next Business Day (NBD) On-site Response:

Howard Industries, Inc. (hereinafter "Howard") warrants that the Howard branded product(s) purchased by you will be free from defects in materials and/or workmanship under normal use for the purchased warranty period starting from the date of product shipment with the following **EXCEPTIONS**:

- a. Defective CDs, DVDs, diskettes or other software media that are delivered with your product will be replaced by Howard or its suppliers for twenty-one (21) days from the date you receive your product.
- b. Howard **DOES NOT WARRANT ANY SOFTWARE PRODUCTS, INCLUDING THE OPERATING SYSTEMS PREINSTALLED BY HOWARD TECHNOLOGY SOLUTIONS.**
- c. Defective accessories or peripherals bundled with a Howard branded product (limited to the monitor, keyboard, and mouse) are subject to the terms of the warranty duration and type purchased from Howard Technology Solutions. All other defective accessories or peripherals, other than software, that are delivered with your product will be replaced by Howard or its suppliers for twenty-one (21) days from the date you received your product. Manufacturers' warranty applies after initial twenty-one (21) days.
- d. If purchased, next business day on-site warranty service is provided for the time period listed on the packing slip or invoice and begins the date of product shipment for the Howard Technology Solutions' products. The hours of next business day on-site warranty service will be provided Monday – Friday from 8:00 AM to 5:00 PM local time excluding Howard Technology Solutions' holidays as published on the Howard Technology Solutions' website at www.Howard.com. Second business day response at times may be required in case of delays beyond Howard Technology Solutions' control (such as acts of God or calls reported to Technical Support after 3pm, Central Standard Time). A Howard authorized third party vendor may provide on-site service. Note: Some repairs may require the unit be returned to Howard for depot service at an authorized service center.
- e. On-site warranty service is not available for Field Replaceable Units (FRU) such as monitors, keyboards, modular hard drives, mice or similar external components of the product.

To obtain service under this limited warranty, you must contact Howard Technical Support within the warranty period. Technical Support personnel will work to resolve issues professionally and quickly, however, you must provide reasonable assistance in order to facilitate and/or receive support services. If Howard Technical Support is unable to correct the problem they may authorize a replacement part or parts, on-site service or a product replacement. ON-SITE SERVICE AND PRODUCT REPLACEMENTS ARE CONSIDERED OPTIONS OF LAST RESORT. All replaced parts must be returned to Howard. You will be invoiced for defective replacement parts not returned to Howard within two (2) weeks of receipt of the replacement parts.

Howard does not warrant damages or defects to the Howard product under the following conditions: misuse, abuse, neglect, acts of God, fire, vandalism, civil disturbances, or war, unauthorized service or repair of the Howard products, damage from electrical power problems, usage of parts or components not supplied by Howard, failure to follow product instructions and guidelines, unauthorized changes to the Howard, shipping damage (other than during original shipment from Howard), failure to perform preventative maintenance, or damage caused by peripherals or software or from other external causes.

Howard will, under the warranty period, repair or replace defective parts with new or serviceable used parts. This determination will be at the sole discretion of Howard. Howard owns all removed and repaired parts from the Howard product. The repair or replacement of a Howard product does not extend the warranty of said computer product. Spare parts are warranted to be free from defects in material or workmanship for twenty-one (21) days or for the remainder of the Limited Warranty Period (whichever is longer) of the Howard product in which they are installed.

This limited warranty is extended only to the original purchaser and is non-transferable. In addition, this warranty is only valid within the United States of America. For this warranty to be valid, the product must have been purchased directly from Howard or from an authorized representative of Howard.

THE WARRANTIES SET FORTH HEREIN ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. HOWARD DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. EXCEPT FOR THE OBLIGATIONS SET FORTH IN THIS WARRANTY STATEMENT HOWARD SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR LOSSES IN PROFITS, LOSSES IN REVENUE, LOSSES IN SAVINGS, LOSSES OF DATA, DOWNTIME, COSTS OF CAPITAL, COST OF REPLACEMENT EQUIPMENT (TEMPORARY OR PERMANENT), COSTS OF TIME, THIRD PARTIES' CLAIMS OR INJURY TO PROPERTY.

The limit of the liability of Howard to repair its computer product after a reasonable amount of time and a reasonable number of attempts shall be the replacement of the Howard product or a refund of the original purchase price of the computer product. The decision regarding replacement versus refund shall be at the sole discretion of Howard. The above options are the only remedies for any perceived breach of warranty by Howard.

In states that do not allow limitations on implied warranties or on the length of implied warranties, the above limitations may not apply to you. In states that do not allow for the exclusion or limitation of incidental and consequential damages, the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. To determine other rights you may have, review your applicable state laws.

2. Warranty Extensions and Upgrades

Howard Technology Solutions currently offers various options to extend or upgrade the Limited Warranty of the Howard branded product. This extension is only available for purchase during the first year warranty coverage period from Howard Technology Solutions. Call 1-888-912-3151 for pricing and availability.

3. Post-Warranty Parts Availability:

Howard is available to assist with parts acquisition after the warranty period. Call 888.912.3151 for post-warranty assistance.



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