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• We build open-architecture, fully-tested & updated computers.  
• A computer, like a car, will not operate as well or last as long without regular maintenance. We update, upgrade, and can do maintenance to make sure the equipment gives long-term, hassle-free use.  
• Correct software & hardware repair is important; we diagnose and recommend the most effective upgradeable repairs.  
• Networking at home & at work is convenient & more productive as long as the network is properly set up & monitored.  
• We provide fast, complete, and friendly tech support.  
• We offer user-friendly training for software & hardware alike.

What else may we do for you?

7208 Merriwood Dr  
Knoxville TN 37919

**Mobile: 865-740-5090**  
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Customer Service:  
Toll free: 1-877-786-6638  
then enter 8655392902  
FAX: 775-414-1685  
[thasaygroup@thasayit.com](mailto:thasaygroup@thasayit.com)

Thursday, August 07,

## WARRANTY

1. Thasay Information Technologies (THASAYIT) provides a one (1) year warranty on all Products purchased from THASAYIT unless otherwise stated. I.e. **Tape Products:** All warranty service for all tape products are required by manufacturer directly for initial troubleshooting. Complete systems (non barebone) media drive, or notebooks not THASAYIT brand may be referred to certain manufacturer.
2. The warranty does not extend beyond the original Buyer of Products from THASAYIT and THASAYIT shall have no obligation to the Buyer with respect to providing any warranty on any Products for which THASAYIT has not received full payment from the Buyer. Motherboard warranty will be covered as stated by THASAYIT in writing. In cases where products, including motherboard manufacturer handles direct with end user, THASAYIT customers will be referred directly to manufacturer for service after 1 st year of purchase. Intel, AMD CPU warranty is one year, unless otherwise stated. **Opened software is non-returnable.**
  - a. **Memory Products:** Defective Memory products have a one (1) year warranty except in case where vendor offer longer as in lifetime. Defective Memory products will be replaced as new if returned to THASAYIT within thirty (30) days from the date of purchase. Any Memory products received after thirty (30) days from the original invoice date may be repaired or replaced. (memory product cannot be returned for credit or cash).
  - b. **Tape Products:** All warranty service for all tape products are required to be direct with the manufacturer for initial troubleshooting.
2. THASAYIT does not support the manufacturer's warranty on any Product beyond one (1) year unless otherwise stated. For any manufacturer who offers a warranty on Products exceeding limited warranty and or one (1) year, it is the Buyers responsibility to deal directly with the manufacturer for any repairs of the product beyond the first year of warranty. Motherboard warranty will be provided as stated by THASAYIT. Manufacturer return policy may differ from THASAYIT and should manufacturer have warranty or policy change, THASAYIT will abide by their changes when it affects THASAYIT first year warranty coverage.
3. THASAYIT does not warrant any Products that have been subject to improper use, abuse or physical damage. Removal of any serial number or warranty labels will also void such warranty of Product. Accounts are required to be current when requesting warranty services.
4. Any alterations, modifications, additions, improvements, installation, or attachments on the products not authorized in writing by THASAYIT shall solely be at the Buyer's own expense and risk. If operation of the products is affected in any way by such unauthorized alterations, modifications, additions, improvements, attachments or installations, the warranty shall be deemed waived by the Buyer, and THASAYIT shall have no further obligation to the Buyer.
5. Inspection: The Buyer shall inspect goods at the time of delivery and shall notify THASAYIT of any defect or discrepancies within one (1) day of receipt of goods. Failure to provide any such notice within such time shall be deemed an acceptance in full of any such delivery.

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WARRANTY cont.

6. Systems, Notebooks, and On-Site Warranty: cannot be returned for credit or refund. All warranty authorization is provided after troubleshooting with THASAYIT Technical Support. System problem will be corrected or repaired, and are not replaced with different unit. Notebook troubleshooting, repair, and service are provided by manufacturer and customers will be referred to manufacturer direct warranty service. On site warranty through on site THASAYIT technician only. THASAYIT Dead Pixel policy is based on Manufacturer dead pixel policy, and may vary based on manufacturer standards. During the LCD manufacturing process, it is not uncommon for one or more pixels to be fixed in an unchanging state. The visible result is a tiny fixed pixel that appears bright or dark. There is no one clear industry standard regarding an acceptable level of dead pixels. Each LCD screen manufacturer and each laptop maker have their own dead pixel standards. Most allow for up to 5 dead pixels and is replaced if it has 6 or more during the warranty period. Dead pixel is not considered a replaceable defect by manufacturers and THASAYIT has the same policy as manufacturer pixel warranty. Dead pixel is not warranted unless number exceeds manufacturer's acceptable level.

THASAYIT NEITHER ASSUMES, NOR AUTHORIZES ANY OTHER PERSON PURPORTING TO ACT ON ITS BEHALF TO MODIFY OR CHANGE THIS WARRANTY, NOR TO ASSUME FOR IT ANY OTHER WARRANTY OR LIABILITY CONCERNING THE PRODUCTS.

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WARRANTY cont.

8. USE IN CRITICAL MEDICAL SYSTEMS PROHIBITED. PRODUCTS SOLD BY THASAYIT ARE NOT DESIGNED, INTENDED OR AUTHORIZED FOR USE IN LIFE SUPPORT, LIFE SUSTAINING, NUCLEAR, OR OTHER APPLICATIONS IN WHICH THE FAILURE OF SUCH PRODUCTS COULD REASONABLY BE EXPECTED TO RESULT IN PERSONAL INJURY, LOSS OF LIFE OR CATASTROPHIC PROPERTY DAMAGE. BUYER AGREES NOT TO USE THE PRODUCTS FOR USE IN ANY SUCH APPLICATIONS AND IF BUYER BREACHES THIS TERM, THEN: (1) THE BUYER ACKNOWLEDGES THAT SUCH USE OR SALE IS AT BUYER'S SOLE RISK; (2) THE BUYER AGREES THAT NONE OF THASAYIT OR ANY THASAYIT AFFILIATE SHALL BE LIABLE, IN WHOLE OR IN PART, FOR ANY CLAIM OR DAMAGE ARISING FROM SUCH USE; AND (3) THE BUYER AGREES TO INDEMNIFY, DEFEND AND HOLD THASAYIT AND EACH THASAYIT AFFILIATE HARMLESS FROM AND AGAINST ANY AND ALL CLAIMS, DAMAGES, LOSSES, COSTS, EXPENSES AND LIABILITIES ARISING OUT OF OR IN CONNECTION WITH SUCH USE OR SALE.

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