

HCS New Zealand Limited (HCS NZ LTD)
Trading as **PC Heroes** and **Web Grunt** respectively, to better serve the needs of different service categories.

Warranties Information

As expressly stated on all services performed by HCS NZ LTD.

(Last Revised: 11-10-11)

Computer Hardware and Software Servicing:

This applies to the Hardware and Services, as outlined below.

30 Day RTB Warranty on services performed.

90 Day RTB Warranty applies to any Refurbished Hardware supplied by HCS NZ LTD.

12 Month RTB Warranty applies to all new Hardware supplied by HCS NZ LTD.

TERMS

Due to copyright laws – we can provide no warranty or returns on any software supplied.

This warranty does not include – any software issues created and/or caused by the “end-user” such as viruses, spyware, tampering with settings and or other non-related hardware failures. Also any additional components needed, added OR installed to the system by the “end-user” are not covered under this warranty.

There are no warranties for computer repairs involving personal software issues, viruses, spyware, malware or related issues. We provide the best protection against threats at the time of servicing. This ‘best protection’ may change without notice. There is no 100% protection against Viruses, Spyware, Malware and other related infections. Due to privacy laws we cannot monitor your surfing habits (which cause 99% of repairs relating to Viruses, Spyware, Malware and related infections) and therefore exclude these repairs from warranty.

This warranty does not include any consequential damages (including data loss) that may have resulted from any malfunction of the computer system, nor does it cover any hardware or software installed by the “end-user”.

Code and Creative Works:

This applies to all Code and Creative works by HCS NZ LTD.

12 Month RTB Warranty applies to all new Hardware supplied by HCS NZ LTD.

TERMS

This guarantees that Code and Creative works will be fit for the intended purpose, and operate without bugs or restriction, as per the scope of the specifications at the time the work was quoted and accepted by you.

This warranty does not cover any consequential damages (including data loss) that may have resulted from any malfunction or in-operation of the works.

This warranty does not cover any extension work which may change or otherwise add to the original specification or scope of the work at the time of quoting.

JURISDICTION OF TERMS: All services, policies and terms are to be governed by and construed in accordance with the laws of New Zealand and any claim made by either party against the other which in any way arises out of these terms and conditions will be heard in New Zealand and you agree to submit to the Jurisdiction of those Courts.