

Terms & Conditions

Sahyadri Computer

NOTE: *Features, Price and Specifications are subject to change without notice.**

All Prices Are GST including.

PRICE AND SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE

Electronic transfer (subject to receipt confirmation by our bank)

Bank Guaranteed cheques by prior arrangement (subject to clearance by our bank)

A 100% deposit will be required to confirm orders for Build to Order (BTO) on all products.

Confirmation of order is only deemed to have occurred on receipt of deposit funds by Complete Computer Services or by our bank.

No Goods are sold on a trial basis.

BTO on all products orders may be cancelled by Complete Computer Services 7 days after notification that they are ready for collection. If not collected after 14 days, the deposit will be forfeited and Complete Computer Services reserves the right to sell the goods in order to defray costs.

Orders for BTO on all products may be cancelled within 24 hours of order confirmation, however a handling charge of R 500.00 will be issued by Complete Computer Services for such order cancellation.

Any queries regarding a purchase must be reported by the following working day. This includes, but is not limited to, omissions (hardware, software, manuals, etc.), invoicing, charging or payment queries.

As far as is possible, we will inform the customer of any known bugs in the hardware or software being purchased. Hardware and software bugs are the responsibility of the hardware or software manufacturer

WARANTIES:

The warranty is only valid for Complete Computer Services Customers within its warranty period.

We do not warrant the suitability of goods. Please check the suitability of products with your system and/or the manufacturer before purchasing.

Products have a 12 month warranty from date of purchase (Unless otherwise specified).

The warranty will be void if the serial number or its label is missing.

The warranty will be void if items are written on or tampered with.

Sahyadri Computer will replace or repair the items if a performance failure has occurred within the warranty period. Items that can be repaired by Sahyadri Computer or our suppliers will not be swapped out.

The minimum waiting period for the replacement of warranty items is 48 hours after return. This may be extended due to the availability of stock from the Manufacturer or Base Supplier.

A component will be declared void and out of warranty if goods are mishandled, struck by lightening or power surges.

If a system is returned under warranty we cannot guarantee safety of any classified Data. It is the Customer's responsibility to backup all Data including Application Programs prior to returning any system to Sahyadri Computer or manufacturer or base supplier.

Damage and defects which are in our opinion directly caused by incorrect or improper use, neglect, power surges, lightening damage, or mishandling by the customer are specifically excluded from any guarantee given or implied.

In the event that a system or hardware is sent to us under warranty and it is discovered that the fault has arisen due to misuse, neglect, mishandling, incorrect or improper use, we may, at our discretion, charge for parts and/or labour.

In the event that a system or hardware is sent to us under warranty and it is discovered that the system is functioning as intended, or that the fault has arisen as a result of a software issue, we may, at our discretion, charge for our labour.

RETURNS:

Sahyadri Computer does not issue cash refunds.

No credits will be issued on Printer Cartridges, Software, Games and CD's or any other product.

A credit note for the full purchase price may be issued if returns take place within 48 hours provided goods are in their original packaging, including all manuals & software and are in a resalable condition.

Credit notes may be issued for goods returned after 48 hours from date of purchase but within 10 (ten) days. All goods returned are to be correctly packaged. Specifically, goods must be returned in the packaging in which they were received, with all outer boxes and inner packaging intact. Items that are not correctly packaged will attract a minimum 15% handling charge.

Original invoices must be presented with all returns.

No credit will be issued at all if the return is more than 10 days after the purchase.

REPAIRS:

Faulty goods must be returned to Sahyadri Computer

Repairs must be returned with a fault report.

Please back-up your data on your hard disk drive before sending the PC for Repairs. Our workshop will not be held liable for any loss of data.

Sahyadri Computer will provide a quotation for repairs which must be approved by the customer prior to commencement of repair work.

Rejection of quotation for repair may be charged at a flat rate of Rs. 180.00

Workshop repairs carry a 90-day warranty on the repaired item, unless otherwise specified on specific components. The warranty period will commence from Invoice date.

Any repairs that are not collected after 45 days will be disposed of without further notice.

Any software configuration, installation or virus removal carried out and demonstrated to the Customer as working correctly is considered from that stage as completed task. If a similar fault occurs they will be treated as chargeable and will form a new contract.

Sahyadri Computer will only support on sale product and Operating Systems and Application Software for which the Customer has valid licenses and the original CD's or media on which the software was delivered.

If, during the course of an upgrade and/or repair, it is necessary to reinstall the customer's software or operating system, the customer will have to supply Sahyadri Computer with original software installation disks and/or serial numbers and /or product keys. Failure to provide installation disk, serial numbers or product keys may make it impossible to install such software and/or operating systems.

Complete Computer Services reserves the right not to install, reinstall or test any software that we suspect may be pirated or obtained through any illegal means.

New components installed as the result of a repair or an upgrade will have a one-year warranty from the date of their purchase (unless otherwise specified). No new or additional warranty is given or implied on existing components.

Complete Computer Services does not accept liabilities for any unforeseen hardware failure that occurs while a System or hardware components are in our possession.

Sahyadri Computer does not deliver repaired items.

Sahyadri Computer is not liable for any consequential loss or expenses, however caused, including incidental return costs.

Sahyadri Computer reserves the right to amend these Terms and Conditions at any time.

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