

[Skip to content](#)

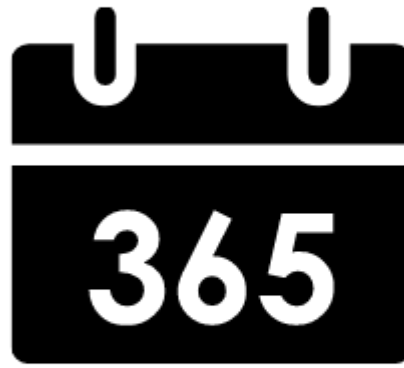
- [Home](#)
- [Products](#)
-
-
-
-
-
-
-
- [Solution](#)
-
-
-
-
-
-
- [Support](#)
-
-
-
- [About Us](#)
-
-
-
-



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-
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- # World-class Lifetime 24/7 India Based Customer Service 365 Days a Year

Here at NeoTokyo we know the best systems must have the best support. Your elite custom gaming or professional workstation PC is only as good as the team that stands behind it which is why from day one Team NeoTokyo is right there. We got you covered.



Talk to an Expert

Connect with a Neotokyo expert for a free consultation

Email an Expert

Our consultants will get back to you within 1 business day to help configure the right workstation for your workflow.

Schedule a Consultation

Choose a date and time to talk with one of our tech consultants over the phone or via Zoom.

Give Us a Call

Want to connect us instantly?

Give us a call on [+918606030595](tel:+918606030595)

Monday - Friday
10am - 6pm (IST)

We speak your language

Our consultants are trained in both software and hardware, so they can better understand the challenges of your specific workflow.

Every project begins with an interview conducted by our technical consultants to understand your exact workstation wants and needs. Our experts work with you every step of the way to make sure your custom workstation has all the features and functions you need.



Lifetime phone and online service guarantee



Once you join us, we will have you covered. With every system, NeoTokyo offers free lifetime 24/7 India- based support available via a phone number, email, or online chat.

Have a question? It is as easy as emailing us and we will follow up directly to help get your issue resolved.

Want to speak directly with an agent? Please call us anytime. We are available 24/7 for your convenience. You can always contact NeoTokyo.

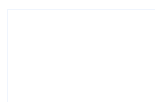
Every customer has their own dedicated support team

Team NeoTokyo works for you, you're the boss. You won't be dealing with agents that don't know you or what your system specs are. This dedicated team consists of the same knowledgeable veterans and meticulous systems integrators that build and test our units in the NeoTokyo Experience Store. Personalized service doesn't get any better

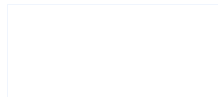


Terms and Conditions

Can't find what you're looking for? Contact our support department for help!

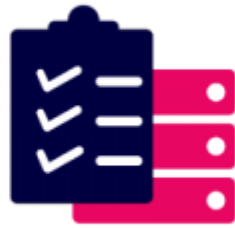


These Terms and Conditions apply to the purchase of any products from Neo Tokyo or any of its subsidiaries. By placing an order, you agree to be bound by the following terms and conditions. Any attempt to change or supplement this document will be null and void unless otherwise agreed to in a written agreement by both you and Neo Tokyo. The terms and conditions are subject to change without prior written notice at any time at Noe Tokyo's sole discretion. The section headings below are for reference only. If any term is found to be unenforceable, the remaining terms shall not be affected.



1. It is hereby informed, "neotokyo.in", "NeoTokyo" or its parent concern is a marketing, distribution company & integration company and is not a manufacturer.

2. Goods once sold will not be taken back or exchanged. Once an invoice is made cannot be modified or canceled for any reason thereof.
3. Refunds are issued only in case of complete loss of shipment
4. The expected time of delivery is 7-10 working days
5. Shipping is done by DTDC, Blue Dart or FEDEX - depending on shipment load and location
6. It is also the duty of the buyer to immediately check the physical condition of the purchased goods on receipt. Any transit damage should be reported within 1-2 days of receiving the shipment.
7. Any products purchased from us for any special usage in an abnormal environment i.e. Other than normal usage should be informed to us at the time of purchase otherwise the warranty is void and null.
8. No Customer can waive responsibility on grounds of ignorance of terms & conditions.
9. Physical damage/mishandling of products / Tampering of warranty stickers - do not cover warranty. All products sold by us require technically qualified PC Hardware engineers for installation.
10. The court at Kerala shall have exclusive jurisdiction for deciding any disputes arising out of this sale contract.



Quality

Custom desktop computers from NeoTokyo are of a rare and exclusive breed. Meticulously designed, expertly engineered, and extensively tested, they are optimised, powerful, quiet and reliable. Our standards are second to none and you can have confidence that every component has made the cut to be in our product line. We value the Puget brand and take our approach to quality hardware seriously.



Performance

At the core of every custom Computer is the latest most advanced technology available today. In a world where technology is ever-changing, we relentlessly pursue the most cutting-edge technologies in search of the best solutions. No matter what you throw at your Puget Systems computer, it will be ready for action.



Reliability

When it comes to reliability, we border on obsessive. We extensively test every component in our product line. We track and monitor trends in reliability rates and will not add or sell any products that we can't stand behind. What you end up with is the most reliable computer you could ever own.



Transparency

One of our core values at NeoTokyo is transparency, and that's no more apparent than during our sales process. If you come to us and let us know that you're looking for a desktop PC in a certain price range or for specific uses, our Sales Representatives are open and honest with you about the best options for your target price and performance. None of our Sales Representatives are on commission, and it's our goal to get away from the hype of the computer industry while building long-term, no-nonsense relationships with each and every customer.



Useful Links

- [AI and Machine Learning](#)
- [Architectural Designing](#)
- [VFX and Post Production](#)

Connect with us

+91 495 426 1555
contact@neotokyo.in
+91 495 426 1555

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