Frequently Asked Questions

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- [What should I do if a defect is found in my Customised PC?](http://phpmagecoder.com/new_mage/support/faq.html#third)

- [What documents/info do I need to provide for warranty claims on Customised PC?](http://phpmagecoder.com/new_mage/support/faq.html#fourth)

- [When is an item not covered under warranty?](http://phpmagecoder.com/new_mage/support/faq.html#fifth)

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How long does it take before I receive my computer?

We will commence the pc building upon the receipt of deposit and commence delivery upon full payment. delivery of PC can range between 2 - 7 business days with possible delays arising from stock shortages, customers will be informed in advance if that were to occur.

What should I do if a defect is found in my customised PC?

Occurance of defects should be rare as we test the functionality of all PCs before delivering them to our customers. If a defect shall occur however, you can contact us via email (enquiry@xanda.sg) or call us at 6816 0147 for assistance.

We provide free 1-year servicing if defect lies with the hardware. Defective computers must be brought to our office as we do not do on site servicing.

What documents/info do I need to provide for warranty claims on customised PC?

We need following documents and details:

1. Full Name
2. Address
3. Contact Number
4. Invoice

When is an item not covered under warranty?

Our warranty does not cover the following areas:

1. Wear and tear or damage caused by accident, abuse, misuse, fire, water or other acts of nature or external causes;
2. Damage to a product that has been modified or altered without the written permission of Xanda;

How long is the warranty period for PCs purchased from Xanda?

3 Years