

WARRANTY POLICY

1 Year Hardware Warranty

Your computer comes with a 1 year limited hardware warranty similar to that provided by Dell. The warranty covers manufacturing defects in hardware. This warranty is thru ATR Computers. There is no Dell warranty available for this system.

3 Year Software Warranty

For 3 years from the date of purchase, you may send your computer back to ATR Computers to reload the Windows Operating System for any reason. If you get a virus, accidentally delete necessary files, just feel like Windows is lagging and needs to be cleaned up, etc you can ship your computer to us and will reinstall Windows and all drivers for you at no charge, you simply pay shipping costs.

What is NOT Covered

- Normal Wear and Tear
- Problems that result from external causes such as accident, abuse, misuse or problems with electrical power.
- Unauthorized repair/service done by anyone other than ATR Computers
- Items with missing or altered Service Tags.
- Repairs made necessary by any Manufacturers recall and the warranty is not transferrable

Data Recovery Service

For 3 years from the date of purchase, ATR Computers will provide a service which will attempt to recover your data files if your system needs to have the Operating System reloaded. ATR Computers does not guarantee that data recovery can be made in all cases but will attempt to do so. Please understand that there are certain failure modes that make data recovery impossible such as a badly damaged hard drive. ATR Computers strongly recommends that you exercise regular data backup to external media. Also, please note that this service is for data only - programs can not be recovered. You must reinstall programs from the original media that you used to install the program. Also email can not be recovered. If you are using a web based email such as GMAIL, your email is already saved as it is on an external server. If you use local email such as Microsoft Outlook those files will not be recovered. We strongly suggest that you should use a web based email service!! This service will recover data such as your pictures and Microsoft Office files. You are responsible for shipping costs if you need data recovery services.

TO REGISTER YOUR WARRANTY

You do not need to do anything to register your warranty. We have your record of purchase and can verify your warranty date. If you ever have any questions or need to make a claim please email us at fred@atrcomputers.com for instructions. Our website is www.atrcomputers.net

PLEASE SAVE YOUR ORIGINAL BOX AND PACKING MATERIAL