

# **NTI Limited Warranty**

## **What is Covered**

NTI Computer Systems are covered under a 3 **year** limited manufacturer's warranty on all hardware components from the original date of purchase. All terms and conditions in the Return Policy below apply to this warranty. This warranty is non-transferable.

## **What is and is not Covered**

Software issues of any kind including but not limited to: operating system, virus software, trading software, software infections, drivers, Microsoft updates etc. are not supported by NTI. Please contact your software vendor directly for any software related issues. Please refer to the Software Related Issues below for detailed information about Software.

## **Example of items that are not covered under this warranty:**

- Any product which has been modified (software or hardware) without approval from NTI. Any modifications (overclocking, drivers, BIOS or firmware updates, repairs) made to your system by anyone other than NTI, will void your warranty if not cleared through a NTI Customer Support Representative.
- **Microsoft Updates.** (see below)
- Damage, deterioration or malfunction resulting from:
  - Accident, abuse, misuse, neglect, fire, water, lightning, or other acts of nature.
  - Failure to follow the instructions included with the product
  - Repair or attempted repair by anyone not authorized by NTI.
  - Power interruptions or failures (Note: NTI highly recommends obtaining a high quality battery backup to protect your system at all times)
  - Incidental or consequential damage arising from any of the above.
- Any action taken against the advice of the Manufacturer (NTI) with regard to the use or maintenance of a system voids this warranty.
- This warranty does not cover re-loading of any software including operating system re-installation with the exception of re-imaging a FRD (Factory Restore Drive) which we offer at no charge.
- Monitors and Monitor Mounts – These items are covered by the individual manufactures warranty which can be found on their respective web sites. Contact NTI if you need more information.
- All shipping charges to or from NTI for any reason unless otherwise specified by an NTI representative.

## **Software Related Issues:**

Please note that NTI is a **hardware** vendor, NOT a software vendor so we do not support software of any kind. Please refer to individual software vendor for troubleshooting of any software issues. This includes but not limited to the following:

- Any and all software installed or downloaded by customer or person other than NTI resulting in a system malfunction.
- Viruses, spyware or any other malicious software infections resulting in the malfunction of the systems functionality.
- **Microsoft Updates.** (If your system was functioning normally prior to an update from Microsoft, please contact them directly for assistance in rolling back the update. <http://support.microsoft.com>)
- Examples of software vendors would include but not limited to: Microsoft, Symantec, ATI-AMD (FireMV), Nero, Tridion, E-Signal, Q-Charts, WinDVD, Intervideo DVD etc.

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# **Terms and Conditions**

## **Support**

In the event that you require technical support from NTI please feel free to contact us during our normal business hours of operation (**M-F -9a-5p ET**). After hours support calls will be routed to our Customer Service Center which will relay the message to a technician. The technician will contact you as soon as possible during normal business hours. At the technicians discretion, they may reply to you after hours via email or phone.

## **Remote Support Technician Console**

As part of our support services included with all systems, we offer **FREE** remote support sessions through our support

console via the web. At the request of the NTI representative, the Customer agrees to allow this remote connection to assist in troubleshooting any issues you may have with your system.

### **Shipping and Packing:**

All stated "ship dates", whether electronic or voice, is an approximation only. NTI will ship by a carrier of their choice. Customer agrees to pay any and all shipping charges, whether billed by the carrier or NTI. If damage occurs during the shipment from the NTI Warehouse to your location, NTI will assist in resolving the issues with the carrier.

It is the customer's responsibility to report any shipment issues or damage immediately upon delivery to an NTI Representative so that we can help to resolve the matter.

- **Customer is responsible for any and ALL shipping charges**, to and from NTI, regardless of the issue within or outside of warranty period. This includes returning the system to NTI for any reason.
- Note that the Customer is fully responsible for securely packing a system when returning for any reason which includes DOUBLE BOXING the shipment to prevent voiding the warranty of the system.

**International Customers** are responsible for all international customs, taxes, tariffs, duties and other fees on all packages.

- All documents required for international shipment will show actual value of the invoice and description of items in the shipment.
- Any product or shipping prices quoted via email or on the company website may **NOT** include international fees. All of these charges are the full responsibility of the customer and payable by the customer.
- Payment on all international orders is via bank wire transfer or Western Union prior to shipment of any international shipment.

NTI's liability shall never be greater than the cost of the original purchase price. NTI cannot be held responsible for any losses of data, loss of profit, loss of revenue, loss of use of the hardware system, loss of the use of related equipment, or complications that arise as a result of a computer failure or a delay in production or repair of your System.

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## **Return Policy**

All NTI Computer Systems are stringently and thoroughly tested prior to packing and shipping. Every component is guaranteed to be in working order at time of shipment. It is always our goal to provide you with only the highest quality products down to the smallest component.

Please note, that all NTI computers are "custom" designed systems, built and configured per the specifications of the end user. For this reason Systems are non-refundable after purchase (unless defective) without a **25% restocking fee**. It is the customer's responsibility to report any shipment issues or problems to NTI immediately upon delivery of the system. Failure to do so voids this option to return the system. No returns after **30** days from date of purchase for any reason.

### **NTI Return Procedure**

**Please Note:** Any shipment that is returned to NTI without a **Return Authorization Number (RMA)** will be refused upon delivery and returned to the customer at the customer's expense.

RMA request forms are issued by NTI and sent to the customer via fax. RMA request must be accepted, signed and returned prior to issuance of an RMA number. Once the request has been approved by NTI your RMA number will be emailed to you with instructions on how to proceed. Also see **Shipping and Packing** section above for additional details.

Please note that sometimes during shipping cables may become ajar which is out of our control. Please do not be alarmed, we will work with you to identify this. Upon receipt of your System, if something is not working correctly, this is more than likely a minor issue, just give us a call. A loose cable can easily create a situation that will appear to be worse than it really is, and easily resolvable. Please call the customer service department at **800.346.0732**.

## **An Individual Component**

In the event that NTI needs to replace any component in your System, you will receive the replacement component and the customer support department will assist in the installation over the phone. It is rarely necessary to ship back the entire System.

If the Customer feels that there is a **hardware** related issue with a component in a System purchased from NTI, customer must follow the following procedure exactly:

1. Call toll free at **800.346.0732** or email NTI support at [qssupport@naplestech.com](mailto:qssupport@naplestech.com) describing the perceived problem.
2. An NTI support representative will respond as soon as possible within normal business operating hours (9a to 5p ET) and excluding all US holidays.
3. NTI will consult with customer over the phone or email to identify the source of the issue, and at NTI's discretion decide whether or not this is a hardware issue:
  - The customer agrees to allow a Remote Support Console connection to assist in troubleshooting any issues you may have with your system. (See **Terms and Conditions** above)
  - If there is a technical issue with your System, you will be called upon to perform actions at the direction of the NTI Support Representative. Your cooperation is required as a condition of this return policy. If you do not wish to cooperate then you must ship the System to NTI for repair, at your expense.
4. If NTI determines that a hardware component needs to be replaced or repaired, NTI may send the customer the replacement component and instruct customer via phone or email on how to install the component. At the discretion of NTI the failed component may need to be returned to us.
  - In most cases an RMA# is not necessary for a component replacement, NTI will advise customer on this.
  - NTI reserves the right to replace any failed component with an equal or better new component which may be a different model or brand.

## **A Complete System**

1. Follow steps **#1** through **#3** above FIRST.
2. If an NTI representative determines that the system needs to be returned for repair, customer will be issued an RMA# to return the system.
  - Any system that is returned to NTI **without approval** and a valid RMA# will be refused upon delivery. Please do not send back a system without authorization from NTI, the shipment will not be accepted and customer may incur additional charges from shipper. Please see **NTI Return Procedure** above.
  - Customer will be responsible for any and ALL shipping charges, to and from NTI, within or outside of warranty period. This includes returning the system to NTI for any reason.
3. Upon the issuance of an RMA# by NTI, the system must be securely packed and shipped at customers expense with the provided RMA# clearly written on the outside of the box. Please refer to the **Shipping and Packing Section**.
4. Once the system is received it will be repaired or replaced at NTI's discretion and returned to customer.

## **IMPORTANT NOTES:**

- Advanced replacement (shipping out another system before the original system is received by NTI) is **NOT** part of this warranty. Existing system must be shipped to NTI and inspected PRIOR to any repair, credit OR replacement service, no exceptions. Please allow for this when deciding how to return your system to us.
- Please note that it is very rare that the entire system need to be returned. Normally our Customer Service Team can troubleshoot and identify if a component failure has occurred and NTI will ship you the replacement component if necessary.

## **Message to Customer:**

NTI stands firmly behind all of our products and we offer the best products and customer service available in this industry. We are here to help you so when speaking with a representative we ask that you relay only the exact facts of your situation to us so that we can get right to the source of the problem quickly and provide the most appropriate solution. All of our customers are business customers so we understand the importance of minimal downtime.

Software related issues can often appear to be hardware related issues from the customer's perspective. NTI support can help you identify this but 99% of the time it is a software related issue, not a hardware issue.

We will help you but please understand that hardware issues and software issues are completely different. This warranty is for hardware only not software. For software related issues please contact appropriate software vendor for support.

For technical assistance with any hardware related issue with your System please feel free to contact us toll free at: **800.346.0732** during normal business hours and excluding holidays.

You may also email us at [gssupport@naplestech.com](mailto:gssupport@naplestech.com) conveying the facts of your situation. We will be happy to help you in any way that we can and we encourage open communication with all of our customers.

Thank you,

NTI Support Team

(NTI reserves the right to update or modify this document at any time without notice)