

Joy Systems provides a one year Limited Warranty with Technical Support to the original end-user (purchaser), excluding accessories. Joy Systems' warranty ensures the product will be free of defects related to materials and/or workmanship from the date of shipment. Joy Systems' warranty will cover costs related to parts; labor and shipping that are associated with the in-house repair of the defective hardware. Accidental damage is NOT covered under the warranty, and all damage caused by the end-user will void the warranty. The warranty applies to the original end-user(s) within the continental United States (excluding AK, HI, PR). All warranty replacements will be shipped using FEDEX GROUND, UPS GROUND, or USPS FIRST CLASS MAIL, with no exceptions.

Regardless of location, Joy Systems will continue to provide exceptional technical support and assistance via phone or online to end-user to troubleshoot issues

All warranty services will be performed at the Joy Systems Service Center located in New Jersey, U.S.A.

Product(s) cannot be returned for credit or refunds without prior authorization. Joy Systems will not provide reimbursements for unauthorized third party repairs. The Joy Systems warranty is NOT TRANSFERABLE.

Any issues such as damage, order specifications, or accessories, must be reported within 30 days upon delivery. Please retain all packing materials including the box

Computers shipped to Joy Systems via the original end-user, with inadequate packaging will be deemed potentially damaged and may restrict warranty support for the product(s). Empty shipping boxes with packing foam are available on request and can be shipped to customers within the continental United States (excluding AK, HI, PR) and Canada.

Any parts or upgrades installed by the customer which were not included with the computer at the time of purchase must be removed prior to returning the computer to Joy Systems. If any such unauthorized third party parts are returned with a computer for warranty service, Joy Systems will not be responsible for replacing or repairing these parts if they are lost, damaged, or defective.

Joy Systems is not responsible for any user data on a computer being returned for warranty service. In the event that the user's data is lost, Joy Systems will not be liable. It is the responsibility of the user to make regular backups of important data.