



LAPTOPPUB -AN ONLINE IT ELECTRONICS STORE

P.O.BOX 1102, ARUSHA,

TANZANIA MOBILE:

+255 758 830 604

EMAIL: [laptoppub@organcomplex.co.tz](mailto:laptoppub@organcomplex.co.tz)

WEBSITE: <https://organcomplex.co.tz/laptoppub>

### Warranty Certificate

**For Brand-New & First-Grade Refurbished Desktops and Servers**

**Company Name:** *Laptoppub – An Online IT Electronics Store*

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#### **Warranty Overview**

Laptoppub is committed to delivering reliable and high-performance computing systems. Every **desktop** and **server** sold—whether **brand new** or **first-grade refurbished**—undergoes strict inspection, testing, and quality assurance procedures to ensure dependable operation.

This Limited Warranty protects the purchaser against defects in hardware and software functionality that occur under normal, intended use.

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#### **Warranty Duration**

##### **1. Brand-New Desktops and Servers**

All brand-new desktop computers and servers come with a **13-month Limited Warranty** from the date of purchase.

##### **2. First-Grade Refurbished Desktops and Servers**

All first-grade refurbished desktops and servers include a **6-month Limited Warranty** from the date of purchase.

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#### **Warranty Coverage**

This warranty applies to all desktop and server systems sold by Laptoppub and covers:

##### **1. Hardware Defects**

Failures or malfunctions of internal components, such as:

- Processor (CPU)

- RAM (Memory Modules)
- Hard Drive / SSD / NVMe Storage
- Motherboard & Chipsets
- Power Supply Unit (PSU)
- Graphics Card (Dedicated or Integrated)
- Cooling System (Fans & Heat Sinks)
- Network Interface Controllers
- Server RAID Controllers (where applicable)

## 2. Software Functionality

Covers issues related to:

- Operating system installed by Laptoppub
- Essential device drivers
- Basic system utilities  
(*Third-party, user-installed software is excluded.*)

## 3. General Operational Defects

Any fault that prevents the desktop or server from performing its intended role during normal use.

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### Warranty Exclusions

This warranty does **not** cover damages caused by:

#### 1. Physical or Accidental Damage

Including but not limited to:

- Impact damage, dents, or broken components
- Liquid spills or moisture exposure
- Burn or scorch marks from electrical misuse

#### 2. Normal Wear & Tear

Examples include:

- Reduced capacity of cooling components over time
- Fan noise due to usage

- Cosmetic scratches or discoloration

### 3. Unauthorized Service or Modifications

Such as:

- Repairs performed by unauthorized technicians
- Overclocking or unsupported hardware modifications
- Installing incompatible components

### 4. External or Environmental Factors

Including:

- Fire, floods, lightning, or other natural disasters
- Power surges or unstable electrical supply
- Dust accumulation leading to overheating due to poor maintenance

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#### Warranty Terms & Conditions

- Warranty applies exclusively to the **original purchaser** and is **non-transferable**.
- A **valid purchase receipt or invoice** must be provided for any claim.
- All warranty repairs must be performed by Laptoppub-authorized technicians.
- If repair is not possible, the system will be replaced with a similar or equivalent model.
- Customers may be responsible for shipping or handling costs during warranty service.
- Laptoppub is **not liable for data loss** resulting from servicing. Customers must maintain regular data backups.

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#### Customer Responsibilities

- Use the desktop or server in accordance with manufacturer specifications.
  - Keep the system in a clean, safe, and ventilated environment to avoid overheating.
  - Avoid physical damage, liquid exposure, or unauthorized alterations.
  - Maintain regular backups of all important data.
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### **Contact Information**

For warranty assistance or inquiries:

**Phone:** +255 758 830 604

**Email:** [laptoppub@organcomplex.co.tz](mailto:laptoppub@organcomplex.co.tz)

**Address:** P.O. Box 1102, Arusha, Tanzania

**Website:** <https://organcomplex.co.tz/laptoppub>

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### **Warranty Activation**

The warranty is automatically activated on the purchase date.

Please retain your proof of purchase for all warranty claims.

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### **Organ Complex Company Seal**

