



LAPTOPPUB -AN ONLINE IT ELECTRONICS STORE

P.O.BOX 1102, ARUSHA,

TANZANIA MOBILE:

+255 758 830 604

EMAIL: laptoppub@organcomplex.co.tz

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

Software Warranty Certificate

Company Name: Laptoppub – An Online IT Electronics Store

Warranty Overview

Laptoppub provides high-quality software subscriptions and licenses designed to meet the needs of individuals and businesses. We assist clients with download links, installation, and activation of software.

This Limited Warranty protects the purchaser from operational failures or defects in the software during normal, intended use. Warranty coverage depends on the type of software license purchased—either **lifetime (one-time activation)** or **subscription-based (one-year or as specified)**.

For more details on our software offerings, visit: <https://organcomplex.co.tz/software>

Warranty Duration

Software Licenses

- **Lifetime Licenses:** Covered indefinitely for activation-related issues (one-time activation).
- **Subscription Licenses:** Covered for the duration of the subscription period (e.g., 12 months), starting from the date of purchase.

Products Covered

This warranty applies to all software products sold by Laptoppub, including but not limited to:

- Productivity software (Office suites, PDF tools, etc.)
- Antivirus & security software
- Graphic design, video editing, and creative tools
- Utility and system optimization software
- Specialized business software

Warranty Coverage

This warranty covers:

1. Installation & Activation Issues

- Failure to activate the software with a valid license.
- Errors preventing installation using the provided download link.

2. Operational Failures

- Software crashes or malfunctions during normal use.
- Features not functioning as described in the product documentation.

3. Updates & Licensing Problems

- Errors caused by license validation issues.
- Problems accessing updates during the subscription period (for subscription-based licenses).

Warranty Exclusions

This warranty does **not** cover:

1. Unauthorized Use or Modification

- Use of cracked, pirated, or modified versions of the software.
- Alterations or reverse engineering of the software.

2. User-Caused Issues

- Misconfiguration of the user's system causing software failure.
- Data loss due to improper use or failure to back up files.

3. Environmental or Hardware-Related Problems

- Software failures due to incompatible hardware or operating system.
- Issues caused by viruses, malware, or external software conflicts.

4. Expired Subscriptions

- Subscription-based software outside the active subscription period is not covered.

Warranty Terms & Conditions

- Warranty is valid only for the original purchaser and is non-transferable.
 - A valid proof of purchase (invoice or receipt) is required for any warranty claim.
 - Technical support and repairs must be performed or authorized by Laptoppub.
 - If a software issue cannot be resolved, Laptoppub will provide guidance for replacement or alternative solutions, depending on license type.
 - Laptoppub is not responsible for any loss of user data.
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Customer Responsibilities

- Install software according to the provided instructions.
 - Use compatible devices and operating systems as specified in the software requirements.
 - Protect license keys and activation credentials; do not share with unauthorized users.
 - Ensure regular backups of important data before installation or updates.
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Contact Information

For warranty support or service inquiries:

- **Phone:** +255 758 830 604
 - **Email:** laptoppub@organcomplex.co.tz
 - **Address:** P.O. Box 1102, Arusha, Tanzania
 - **Website:** <https://organcomplex.co.tz/software>
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Warranty Activation

This warranty is automatically activated on the date of purchase.
Please retain your proof of purchase for all warranty claims.

Organ Complex Company Seal

