

Limited Warranty

Quite Frankly Trading Company Limited t/a Dream Booth (hereinafter referred to as Dream Booth) provides a limited warranty. This limited warranty extends only to the original purchaser.

Technical Support:

Dreambooth: +441246 918 145

WARRANTY EXCLUSIONS

Dream Booth does not offer technical support for any software including installed OS or other programs. Technical support should be pursued through channels offered by the software's individual tech support. Dream Booth accepts no liability for problems caused by after-market software or hardware modifications or additions. Dream Booth is not responsible for giving any technical support concerning the installation or integration of any software or component the customer did not pay Dream Booth to install. Dream Booth is not responsible for loss of data or time, even with hardware failure. Customers are responsible for backing up any data for their own protection. Dream Booth is not responsible for any loss of work ("down time") caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse. Dream Booth has the option of voiding the warranty if anyone other than a Dream Booth technician attempts to service the product. Dream Booth does not provide a warranty for consumable items including but not limited to projector bulbs and mirror glass. Dream Booth will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought at Dream Booth. Under no circumstances will Dream Booth be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. Dream Booth will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. Dream Booth makes every effort to make sure all information on our website is correct.

Warranty Procedure

Please note that any warranty services or questions must be accompanied by the order number from the transaction through which the warranted product was purchased. ***The order number serves as your warranty number and must be retained.*** Dream Booth will offer no warranty service without this number.

Dream Booth warrants this product and its parts against defects in materials or workmanship for ***one year*** from the original ship date. During this period, Dream Booth will repair or replace defective parts with new or reconditioned parts at Dream Booth's option, without charge to you.

All shipping fees both to and from Dream Booth must be paid by the customer. All returns must be affected via the Procedures for Obtaining Warranty Service described below.

All original parts (parts installed by Dream Booth at the original system build) replaced by or its authorized service center, become the property of Dream Booth. Any after-market additions or modifications will not be warranted. The system owner is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

Dream Booth makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this product other than as set forth below. Dream Booth makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

Except as provided below, Dream Booth is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the product. Under no circumstances shall Dream Booth be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

None of this document affects your statutory rights.

Warranty Conditions

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by Dream Booth.
2. This warranty covers only normal use of the product. Dream Booth shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized Dream Booth representative; (iv) damages incurred through irresponsible use, including those resulting from viruses or spyware, overclocking, or other non-recommended practices.
3. You must retain your bill of sale or other proof of purchase to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.
5. Dream Booth and its Authorized Service Center accepts no responsibility for any software programs, data or information stored on any media or any parts of any products returned for repair to Dream Booth.
6. All pre-installed software programs are licensed to customers under non-Dream Booth software vendor's term and conditions provided with the packages.
7. This warranty does not cover any third-party software or virus-related problems.
8. Dream Booth makes no warranty either expressed or implied regarding third-party (non-Dream Booth) software.

Return of Non-Defective Products

A non-defective product may not be returned to Dream Booth.

To return a defective product, please contact one of our team for a Return Merchandise Authorization (RMA) number and follow the Return of Products Instructions below. The RMA is valid for 10 days from date of issuance. **Returns will not be accepted without an RMA.** Manufacturer restrictions do apply.

Procedures for Obtaining Warranty Service

RMA (Returning Merchandise Authorization) Policy:

If repairs are required, the customer must obtain an RMA number and provide proof of purchase. RMA and services are rendered by Dream Booth only. Any shipping costs on any item returned for repair is the customers' responsibility. All returned parts must have an RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without an RMA number written on the outside of the package. RMA numbers are only valid for 30 days from the date of issue.

Should you have any problems with your product, please follow these procedures to obtain the service:

1. If you have purchased our on-site warranty, please find your warranty# (the order number from the transaction through which the warranted product was originally purchased) and contact Dream Booth Customer Service on the phone number displayed on the Dream Booth Website
2. Most customers have a back to base warranty. This is where the product must be returned to us for assessment. If the product is to be assessed, an RMA number (Return Merchandise Authorization

Number) will be issued for shipment to our repair department. Please follow the instructions given by Dream Booth technical support staff to ship your computer. Dream Booth will not accept any shipments without an RMA number.

3. Pack the product in its original box or a well-protected box.. Dream Booth will not be responsible for shipping damage/loss of any product. It is very important that you write the RMA number clearly on the outside of the package. Ship the computer with a copy of your bill of sale or other proof of purchase, your name, address, phone number, description of the problem(s), and the RMA number you have obtained to:

Dream Booth Service Center

RMA#_____

ADDRESS

Dream Booth

Unit 1

Intake Road

Bolsover

S44 6BB

United Kingdom

FAO Mike Newall

4. Upon receiving the computer, Dream Booth will assess the unit. If the unit has been found to have been damaged due to wilful neglect or for any other reason outside of normal wear and tear Dream Booth will write to you to advise it is a non-warranty issue. If we can repair the unit we will send you a quotation for this repair. If the unit is assessed and it is a warranty issue Dream Booth will repair or replace your product and it will be available for collection once this work is complete or when the replacement is in stock (dependent on parts availability).

After One-Year Warranty – Post Warranty Repair

For post warranty repair, the procedure is the same as outlined above for RMA and shipping. However, you are responsible for labour charges, and the current price of part(s) used in repair. We will send you a quotation to approve before any works are undertaken.