



P.O. Box 2338
1033 West 35th Street
Davenport IA 52809
(319) 388-9111
Fax: (319) 388-8026

Date

Customer Name
Address
City, State Zip

Dear Customer,

Thank you for your recent purchase from DCS Computer Services. We appreciate your business and look forward to a long relationship. We are committed to providing you quality equipment and services but should you have any problems with your new purchase, we are just a phone call away.

Your new computer equipment includes a three-year, on-site parts and labor warranty with a national warranty company. VAC Service Corporation has over 52,000 factory authorized service centers in all 50 states, Puerto Rico and Canada. What this means to you is your equipment will be covered regardless of where you live. Their "A" Rated insurance guarantees you will be covered throughout your 3-year period.

Within the next few weeks you will receive warranty paperwork from VAC on your new purchase. Please ensure you review this information and keep it for your warranty records. As we are the local repair center for VAC, you only need to call us in the event your PC needs service. Outside of the Quad-Cities area you will need to call the number listed in the warranty paperwork when placing a service call.

It is important to understand *exactly* what your warranty covers on your new purchase. The following are the items covered under your three-year on-site parts and labor warranty.

<< *Equipment List Here* >>

This agreement covers: Any hardware components, including memory, hard disk drive, multimedia products, monitor, and printer components purchased through us at the time of purchase and covered by this agreement. This agreement also covers any labor and travel fees required in the repair of hardware. Any components that are no longer available during the 3-year warranty will be replaced with the closest comparable item. Any repair not feasible for on-site will be scheduled at your convenience.

This agreement does not cover: Service required as a result of any alteration of the equipment or repairs made by other service company. Damage or other equipment failure due to causes beyond our control including repairs necessary due to operator negligence, the failure to maintain the equipment, abuse, vandalism, computer viruses, theft, fire, flood, wind, lightning, freezing, power failure, inadequate power supply, and telephone failure. Expendable or consumable items such as: paper, ribbons, floppy disks and other removable media, toner cartridges, laser drums, filters, and batteries. Any software including operating system, application, network, files, source code or any support configuration, installation or reinstallation of any software and data. Any data corruption to the operating system or applications due to equipment failure including reinstallation or configuration. Normal or periodic maintenance.

Thank you again for your purchase. If you have any questions concerning your new purchase feel free to contact your sales person or email me at khousholder@dcsqc.com.

Sincerely,

Karen Housholder
Service Manager

www.dcsqc.com