



SERVICE PLAN

The service plan covers the equipment for a 3-Year period from the purchase date. This service plan only covers equipment owned by the original purchaser and located within the metropolitan Quad City area. The maximum liability of DCS Computer Services under this service plan is limited to the cost of replacing any defective equipment.

DEFINITIONS

As used in this Service Plan, the following terms shall have the following meanings; 1.) “Equipment” shall mean the computer hardware system with which this plan is enclosed. 2.) “Customer” shall be the original purchaser of the equipment. 3.) “Metropolitan Quad City Area” shall mean the cities of Davenport, Bettendorf, Rock Island, Moline & East Moline. 4.) DCS shall mean DCS Computer Services Inc.

COVERAGE

During the service period, DCS will repair or replace covered equipment having a defect in material or workmanship. **After 30 days from purchase, keyboards, mice, speakers and any external cables are not included in the warranty as these are considered consumable items.** Peripheral equipment (after 30 days from purchase) such as monitors, scanners, and printers have their own manufacturer warranty period, DCS will facilitate the warranty repair or replacement of these items as a courtesy to our warranty customers but DCS is not responsible for the repair of these items or any shipping costs incurred. Please check your equipment paperwork for exact warranty period and coverage.

Some problems or defects may require DCS to reformat or replace a hard disk drive. Under such circumstances any and all data on the disk drive may be lost. Neither DCS nor its service providers shall be liable for the loss or destruction of data resulting from services performed in accordance with this service plan. Customer is solely responsible for the security of customer’s data. **DCS strongly advises customer to implement and maintain a daily routine to backup data to minimize the loss of data in the event of Equipment failure.**

PROCEDURES

Customers are to call DCS (563-388-9111) during regular business hours and be able to provide serial number of the computer, details of the problem, specific location of the equipment and point of contact. A work order will be generated and a technician will be dispatched if on-site service is required. This warranty does not cover repairs when parts are not replaced. Regular services rates of \$85.00/hour to \$125.00/hr may then be applied.

3-YEAR LIMITED PARTS AND LABOR SERVICE WARRANTY AGREEMENT

CUSTOMER CARE AND BUSINESS HOURS

DCS Computer Services, 1033 West 35th Street, Davenport, IA 52806 Phone: 563-388-9111
Monday through Friday except holidays, from 8:00AM to 5:30PM central time.

EXCLUSIONS

This Service Plan does not include: 1.) Any problem not involving a defect in the Equipment hardware, including, but not limited to, software problems and errors including computer Viruses, programming problems and errors, software incompatibility problems, software installation problems and errors, and operating system problems and errors. 2.) Damage to Equipment caused by the Customers not using appropriate surge protection devices to protect the supply of electricity to the Equipment. 3.) Damage to the exterior surface or housing of the Equipment. 4.) Problems resulting from negligence, misuse, abuse, or other physical casualty to the Equipment. 5.) Improper maintenance. 6.) Acts of nature. 7.) Any problem that cannot be solved by replacement of defective Equipment hardware. 8.) Equipment that has been serviced by a person or company not authorized by DCS to perform service work on the Equipment. 9.) Any items considered to be consumable items i.e. keyboards, mice, speakers, external cables after 30 days. 10.) Any peripheral external equipment such as monitors, scanners, and printers after 30 days.

INDEMNIFICATION

DCS shall not be liable for, and customer hereby holds DCS harmless from, any and all loss, damage, claim, or cause of action, direct or indirect, incidental or consequential, occurring to Customer, or the employees or agents of Customer, or to any other 3rd party, or to the property of any of the foregoing, which may arise as the result of any defect covered by this Service Plan or as a result of any service performed under this Service Plan.

TRANSFER OF SERVICE PLAN

This Service Plan may be transferred at any time during the original term hereof for a transfer fee of \$25.00. Request must be made in writing and be accompanied by payment in full of the transfer fee. The transferee succeeds to the remaining term of the Service Plan.

DCS WARRANTY SERVICES
1033 WEST 35TH STREET
DAVENPORT IOWA 52806
563-388-9111

Please keep this service plan and your invoice in a safe place for future reference.

www.dcsqc.com