



Metro Business Systems Limited Warranty Statement

If you have any technical questions or need repair/exchange service, please email us at refurbsupport@metropc.com. You can also contact Metro Business Systems at (800)551-8225 x204. We are open from Monday to Friday, 9AM-5PM Eastern Time. Please retain the box and packing materials. These will be required if you need to ship the computer for warranty service and maintenance.

Metro Business Systems will provide 90 days of warranty support that starts from the original purchase date. The MBS warranty will cover all costs related to parts, labor and shipping that are associated with in-house repair of defective hardware. Accidental damage is not covered. The warranty only applies to customers within the continental United States (excluding AK, HI, PR) and Canada with GROUND SHIPPING SERVICE ONLY.

Any defective product needs to be returned to Metro Business Systems first, before a replacement is sent out. Products may not be returned for credit or refunds. All damages caused by the end user will void the warranty.

Computers shipped to Metro Business Systems by the end user with inadequate packaging are deemed potentially damaged and may restrict any and all future warranty support for that computer. Empty shipping boxes with lacking foam are available by request and can be shipped to customers within the continental United States only.

All repairs will be done at our Stamford, Connecticut Repair Center. MBS will not provide reimbursements for unauthorized third party repairs. Any parts or upgrades installed by the customer which were not included with the computer at the time of purchase must be removed prior to returning a computer to MBS. If any such unauthorized third part parts are returned with a computer for warranty service, MBS will not be responsible for replacing or repairing these parts if they are lost, damaged, or defective.

Metro Business Systems is not responsible for any user data on any computer being returned for warranty service. In the event that user data is lost, MBS will not be liable in any way. It is the responsibility of the user to make regular backups of important data.

The Metro Business Systems Warranty will apply only to machines purchased for your use and cannot be transferred. Resellers are responsible for contacting MBS for warranty support on behalf of their customers.