



Dymin

SYSTEMS
COMPUTER

24-Hour Guarantee

Our 24-Hour Guarantee

Dymin Systems guarantees that in-store computer repairs will be completed in 24 hours or less. The 24-Hour Guarantee time begins when the customer checks in their computer for repairs or upgrades or places their order for a new, custom-built computer system, and the time ends when a Dymin Systems technician calls to inform you that your computer is ready for pick-up. There are a few exclusions to the 24-Hour Guarantee, which are detailed below.

Claims

If you do not receive a call within 24 hours informing you that your computer is ready for pick-up, you may be eligible to make a claim against the 24-Hour Guarantee. The customer must be the one to make the claim, and it must be made at the time of pick-up. No claims will be approved after your PC leaves our facility. Dymin Systems will document the time a PC is checked-in and the time we make each phone call to you. If we do not have documentation of the times, the repair will automatically be eligible for a claim.

Claims must be reviewed by the Dymin Systems service manager. If the claim is eligible, it will be paid in the form of a \$20.00 Dymin Systems Gift Certificate. This gift certificate is valid for a future purchase only.

Exclusions

The 24-Hour Guarantee does not apply to

- Repairs that require Special Order parts or custom-built computer orders in which the customer chooses Special Order parts. Special Order parts are defined as parts that are proprietary to a specific computer model and/or do not have an equivalent that can be adapted from Dymin's normal stock.
- Server repairs
- Data backups
- Repairs in which the customer does not answer or return a phone call from a Dymin Technician within 2 hours for: (1) additional information necessary to complete a repair (e.g., passwords) or (2) permission to proceed with a repair once diagnostics are complete.