



Cranfield IT Solutions – 1-Year Hardware Warranty

Applies to refurbished, open-box, ex-display and new computers

Effective date: From the date shown on your invoice/receipt.

Coverage length: 12 months (unless stated otherwise on your invoice).

Who's covered: The original purchaser; transferable with the original proof of purchase.

What this warranty covers

We warrant that your device is free from **hardware defects in materials and workmanship** under normal, intended use. During the warranty period we will, at our discretion, **repair, replace with an equivalent model, or refund** (less reasonable use where appropriate) any hardware that fails due to a covered defect.

Included as standard

- **Complete system hardware** (motherboard, CPU, RAM, storage, GPU if applicable, screen/panel, keyboard, trackpad, Wi-Fi, ports).
- **Power supply/charger** supplied by Cranfield IT Solutions.
- **Batteries (refurb/open-box/ex-display):** Guaranteed to be **≥70% health at point of sale**. Covered for **defects** for 6 months; normal capacity loss is not a defect.
- **Batteries (new):** Covered for manufacturing defects per the device manufacturer's guidance; normal wear is excluded.

Cosmetic condition for refurbished/open-box/ex-display units may show light marks consistent with grading; these are **not** considered defects.

What's not covered (exclusions)

This warranty does **not** cover damage, faults or loss resulting from:

- **Accidental damage** (e.g., drops, knocks, crushed screens).
- **Liquid or moisture ingress** of any kind (spills, rain, condensation).
- **Misuse or improper handling**, including "aggressive use" such as **yanking or forcing the screen/lid, causing hinge, chassis, or cable damage**.
- **Neglect or improper maintenance** (blocked vents, excessive dust, overheating due to obstruction).
- **Unauthorised repairs or modifications**, including opening the device in a way that damages components, BIOS mods, overclocking/undervolting beyond spec.

- **Use of non-approved chargers or incorrect voltage**, power surges, lightning, or other electrical anomalies (we recommend a surge protector).
 - **Software, operating system, drivers, malware/viruses, configuration errors**, or data loss/corruption.
 - **Consumable/wear items** beyond defect: batteries' natural capacity loss, keycap shine, cosmetic wear, light scratches, minor pixel imperfections within industry tolerances.
 - **Third-party parts/accessories** not supplied by us that cause a fault.
 - **Commercial/industrial stress testing** beyond normal office/home use, or failure to follow the manufacturer's instructions.
 - **Theft, loss, fire, flood, or other external events** ("force majeure").
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How to make a warranty claim

1. **Contact us:**
Email: support@cranfielditsolutions.co.uk • Phone: 01435 897 155
Have your **invoice number**, **serial number**, and a **fault description** ready (photos/videos help).
2. **Initial diagnostics:**
We may provide quick checks to rule out software/config issues. If hardware fault is likely, we'll issue return instructions (RMA).
3. **Return/collection:**
 - Package the device securely with the **original charger**.
 - Back up your data and remove any security locks (BitLocker/Find My, BIOS passwords).
 - You are responsible for your data; we are not liable for data loss during repair.
4. **Resolution:**
After inspection, we will **repair**, **replace**, or **refund** (at our discretion). If no hardware fault is found, we may return the item and, if applicable, charge return shipping.

Turnaround: We aim to resolve claims promptly; timing depends on parts availability and courier times.

Optional services & software

- **Setup/services** (e.g., data transfer, software install, printer setup) are not covered by this hardware warranty once completed.
- Software issues after delivery are outside hardware warranty scope, but we can assist at our standard service rates.

DOA (Dead on Arrival)

If your device arrives with a **material hardware fault within 14 days** of delivery, contact us immediately. After verification, we'll prioritise a **replacement or refund**.

Limitations

- This warranty provides specific rights in addition to your **statutory rights under UK consumer law**, which remain unaffected.
 - Liability is limited to the **original purchase price** of the product. We are not liable for **consequential loss**, downtime, or data loss.
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Contact

Cranfield IT Solutions

Support: support@cranfielditsolutions.co.uk | 01435 897 155

Tip: Use a surge-protected outlet, keep vents clear, and avoid pressure on the lid. Open and close the screen with two hands from the centre to protect the hinges.