



Computer Merchants Hardware Guarantee

Computer Merchants is one of IBM's top performing business partners. Our sales team is experienced with an average tenure of over 7 years per person. As we have such longevity of staff, our sales team is technically proficient. This means we are familiar with the products we sell and their prerequisites, technical limitations and how they fit together. Combining that with our knowledge of product pricing and associated ongoing maintenance costs means we can assist you with getting the most cost effective solution that meets your requirements. As per our 'Plain English Terms and Conditions' we guarantee you will be happy with the end result.

You keep full maintenance cover

When you buy additional equipment from Computer Merchants, you can add it to your existing Maintenance Agreement. Once the equipment is under a Maintenance Agreement, you are protected if the hardware develops a fault, or if you feel it is not operating exactly like a new unit. If this occurs at any time, call your maintainer and they will be happy to fix it without further cost to you. All new IBM machines come with a standard three year warranty to protect you from any faults.

Plain English Terms and Conditions

By signing a Sales Agreement with us (Computer Merchants), you (the Purchaser) agree with the list of joint responsibilities below.

Our Responsibilities

1. To **ENSURE YOU ARE HAPPY** with the end-result.
2. To **supply and deliver** the equipment **as agreed** on the 'Schedule'.
3. To **arrange the installation** of the equipment if it requires an engineer.
4. To **guarantee** you clear **ownership** of the equipment after payment is received in full.
5. To **pay for all delivery and installation** (if applicable) costs.
6. To **guarantee** all used equipment will be **acceptable for maintenance**.
7. To provide **manufacturer's warranty** on all new equipment.
8. To **honour all warranty and maintenance guarantees in a timely fashion**.
9. To supply **used equipment unless otherwise specified**.
10. To **cover all risks** on the equipment up **to delivery of the equipment**.
11. To **remove at our cost**, all downgrade/removed parts resulting from upgrades.

Your Responsibilities

1. To ensure the equipment will **do the job you want**, before signing the agreement.

2. To **arrange and pay for any software/licenses** you need to run the equipment.
3. To **request and arrange maintenance cover** from your maintenance provider on delivery of the equipment.
4. To **inspect and test** the equipment within **7 days from delivery**.
5. To **keep any MSQ seals intact** on the equipment until your maintainer accepts the equipment.
6. To **pay for the equipment within 7 days** after delivery and (if applicable) installation.
7. To grant Us title to any **downgrade/removed parts resulting from upgrades**.
8. Not to hold Us liable for **any damages or injuries due to use or misuse of the equipment**.
9. You acknowledge that our liability is limited to the **cost of replacement equipment or equivalent**.
10. Not to assign this Agreement.

Intellectual Property

If an order includes software or other intellectual property, such software or other intellectual property is provided by Us to You subject to the terms and conditions in the applicable licence agreement.