



LAPTOPPUB -AN ONLINE IT ELECTRONICS STORE

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Warranty Certificate

For Brand-New & First-Grade Refurbished Laptops

Company Name: *Laptoppub – An Online IT Electronics Store*

Warranty Overview

Laptoppub is committed to providing reliable, high-quality laptops to all customers. Whether the device is **brand new** or **first-grade refurbished**, every unit undergoes comprehensive inspection and performance testing prior to sale.

This Limited Warranty outlines the protection offered for hardware and software functionality issues that may arise during normal usage.

Warranty Duration

1. Brand-New Laptops

All brand-new laptops purchased from Laptoppub come with a **13-month Limited Warranty** from the date of purchase.

2. First-Grade Refurbished Laptops

All first-grade refurbished laptops include a **6-month Limited Warranty** from the date of purchase.

Warranty Coverage

This warranty applies to all laptops sold by Laptoppub, covering:

1. Hardware Defects

Internal component failures such as:

- Processor (CPU)
- RAM (Memory)

- Hard Drive or SSD
- Motherboard and internal circuits
- Display panel (non-accidental damage)
- Trackpad and keyboard
- Built-in ports (USB, HDMI, Network, Audio, etc.)

2. Software Functionality

Issues related to:

- Operating system pre-installed at the time of purchase
- Essential utilities or drivers installed by Laptoppub

(Note: Third-party software is not covered.)

3. General Operational Failures

Any unexpected malfunction that prevents normal device operation under proper use.

Warranty Exclusions

This warranty does **not** apply to damages caused by:

1. Physical or Accidental Damage

Examples include:

- Drops, impacts, dents, or cracked screens
- Liquid intrusion or moisture damage
- Burn marks or electrical mishandling

2. Normal Wear & Tear

Including:

- Battery capacity reduction over time
- Power adapter wear
- Cosmetic scratches or fading
- Hinge loosening with extensive use

3. Unauthorized Servicing or Modifications

Including:

- Repairs by non-Laptoppub technicians
- Installation of unapproved firmware or hardware

4. External or Environmental Causes

Such as:

- Fire, lightning, flooding, or other natural disasters
- Power surges or poor electrical supply

Warranty Conditions

- Warranty applies only to the **original purchaser** and is **non-transferable**.
- A **valid purchase receipt or invoice** is required for any warranty claim.
- All repairs must be performed by Laptoppub-certified technicians.
- If a device cannot be repaired, a replacement of similar or equivalent value will be offered.
- Shipping or handling costs related to warranty service may be the customer's responsibility.
- Customers are responsible for backing up all personal data; Laptoppub is **not liable for data loss** during repair.

Customer Responsibilities

- Use the laptop according to manufacturer guidelines.
- Ensure the device is protected from physical damage, liquid exposure, and excessive heat.
- Maintain regular data backups.

Contact Information

For warranty support or service:

Phone: +255 758 830 604

Email: laptoppub@organcomplex.co.tz

Address: P.O. Box 1102, Arusha, Tanzania

Website: <https://organcomplex.co.tz/laptoppub>

Warranty Activation

This warranty is automatically activated on the purchase date.
Please retain your proof of purchase for all warranty claims.

Organ Complex Company Seal

