

Limited Warranty Information of CLX

4747 S Emporia St, Wichita, KS 67216 (877) 737-8795

CLX manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Before shipping a computer system, CLX 'burns-in' the system continuously for a period of at least 24 hours and runs each system through a very thorough Quality Assurance check list, making sure that everything is functioning properly.

WHAT IS COVERED -- CLX warrants that the hardware products it sells are free from defects in materials and workmanship. This warranty also covers damage due to shipping of products to you. This warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, acts of third parties, servicing not authorized by CLX, usage not in accordance with normal use, failure to perform preventative maintenance, including but not limited to backups, and problems caused by use of software, parts and components not supplied by CLX.

This warranty does not cover software, external devices, accessories, or other parts added to a CLX system after the system is shipped from CLX; or accessories or parts that are not installed in the CLX factory. Monitors, keyboards, and mice that are on the original sales invoice from CLX are covered; all other monitors, keyboards and mice are not covered.

LENGTH OF WARRANTY – The warranty term for desktop and laptop/notebook computer systems purchased from CLX is (1) year beginning on the date of the sales invoice or up to three years if an extended warranty was purchased.

“DEAD ON ARRIVAL” REPLACEMENT OR REFUND POLICY – CLX has a special policy for all new products purchased from CLX that fail to work properly upon delivery. If a system purchased from CLX is deemed to be dead on arrival by CLX and is within the first 30 days from the date on the sales invoice, then the customer is eligible for a replacement system or a refund. For information about obtaining an RMA request please visit our web site <https://www.clxgaming.com/warranty> or call CLX customer service at 877-737-8795. **Note that after the first 10 days from the date on the sales invoice a 15% restocking fee may apply for returns. No refunds will be issued at all after the first 30 days from the sales invoice date.** Shipping and handling fees are non-refundable.

FOR WARRANTY SERVICE -- Upon CLX's consent, CLX will repair or replace products returned, in their original or equivalent packaging, to CLX's facility. To request a warranty service, you must call within the applicable warranty period. To obtain an RMA, you must first speak with our Technical Support Team, at 877-737-8795. We will then take you through the steps of obtaining an RMA if deemed necessary. Please have your invoice number, date of purchase, computer serial number, and a description of the problem ready when you call. Once your warranty period is verified and you have gone through the necessary troubleshooting, we will then issue you an RMA number. The RMA number must be written clearly on the return label, so that it can be identified and routed correctly when it arrives at our facility. CLX is not responsible for any losses due to mislabeling of packages. Product that is not defective will be returned to the sender with C.O.D. freight charges collect. You must ship the product; shipping charges must be prepaid, and package must be insured unless you accept the risk of loss or damage during transit. CLX will ship the repaired or replacement products to you prepaid if you use an address in the U.S. (excluding Puerto Rico and U.S. territories). Shipments to other locations will be freight collect.

SHIPPING YOUR SYSTEM – Ship the product back to CLX in the original or equivalent packaging. Clearly mark the RMA number on the label for return, preferably directly below the company name, such as RMA-XXXXX. All returns for exchange or refund must be complete with all the components, manuals, cables, and static bags, just as you received it. If the product is not returned in its entirety, then you will be charged for the missing items.

NOTE: Before you ship the product(s) to CLX, we recommend that you back up the data on the disk drive(s) and any other storage device(s) in the product(s). Remove any removable media. If you have any questions, please call CLX for technical assistance before shipping.

REPAIR OF YOUR SYSTEM – CLX owns all parts removed from the repaired products. CLX uses new and or reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If CLX repairs or replaces a product, the warranty term is not extended.

CROSS-SHIPMENTS – CLX will ship replacement product before receipt or returned products with in the first 30 days from the date on the invoice, subject to the above warranty provisions, only at CLX's 's discretion, and when the cross-shipment is guaranteed by credit card or other applicable credit arrangement.

SHIPPING DAMAGE AND DISCREPANCIES – If you receive your order with incorrect or missing components, you must notify CLX within 10 days of receipt. In the event of shipping damage, notify the shipping carrier immediately and request a damage report, and notify CLX immediately at the number listed above.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS UNDER THE LAWS OF THE UNITED STATES OR YOUR STATE. CLX'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MECHANABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE ONE-YEAR WARRANTY PERIOD, AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THAT THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

CLX SHALL NOT BE LIABLE BEYOND THE REMEDIES SET FORTH IN THIS WARRANTY STATEMENT AND SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LIABILITY FOR PRODUCTS NOT AVAILABLE FOR USE, OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION WILL NOT APPLY TO YOU.

PLEASE REMEMBER: You are responsible for your software and data. CLX is not required to advise or remind you of appropriate backup and other procedures.