



Understanding Your “AS NEW” Warranty

Our AS NEW Laptops are sold with a 12 month hardware warranty. As such, any hardware fault encountered within the first year of purchase, will be covered by this warranty.

Hardware faults within 7 working days of receipt (Out-Of-Box):

Should you encounter a hardware fault within the first 7 working days of receiving an item, Optimise Computers will arrange to have the item collected and fixed / replaced at our expense.

It is of the utmost importance that out-of-box failures be reported immediately, as to ensure that the issue is resolved as speedily as possible.

Out-of-box failures can be reported by Whats app our technical support line on 083 700 0004 or by emailing : immediatehelp@optimisdata.com .

Hardware faults outside of 7 working days after receipt:

Customers will be required to return the faulty item(s) to Optimise Computers , at their expense. Alternatively, you can contact us on Whats App on 0837000004 and request a quotation on our Collect & Return service. Upon acceptance of the quotation, Optimise Computers will arrange the collection and return on the customer's behalf.

If it is found that your unit is a manufacturing or a Optimise Computer fault, we will swop out the unit within 24 hours .This is subject to availability

Please note that the quotation is subject to the number and weight of items to be collected and returned.

For technical assistance or information, please WhatsApp our technical team on 083 700 0004, or email. Immediatehelp@optimisdata.com

Refurbished Laptop Battery Warranty Policy

The battery received in the laptop, is governed by the same 12-month carry-in hardware warranty as the rest of the hardware components.

As with any other fault, if it is reported within the first 7 working days after receipt, the battery will be replaced and /or shipped at Optimise Computers expense.

Battery faults found / reported after the first 7 working days after receipt, are subject to our standard carry-in warranty policy, and will require that the customer return the faulty item(s) at their own expense.

To ensure optimum performance from the battery, we strongly recommend that a new battery be purchased with a refurbished laptop.

[Manufacturer Warranty Policy](#)

Understanding Your Manufacturer Warranty

All new / ex-demo PCs, bought from Optimise Computers, are covered by a manufacturer warranty. This means that the warranty service is provided by the manufacturer.

To ensure that warranty issues are resolved as speedily as possible, we ask that our customers contact the manufacturer directly in the event of a warranty claim.