



Limited Lifetime Warranty

This Limited Lifetime Warranty applies to all of our laptops and desktop/tower computers. This page is a summary of our warranty. Please see our detailed explanation on our website at www.bobjohnson.com.

Exactly what is covered:

- The first 30 days, from date of actual delivery, all parts and labor costs are covered.
- From Day 31 and for as long as you own the laptop and/or computer all labor costs are covered.
- Operating system reloads.
- Shipping costs via UPS Ground from our warehouse back to the customer are included for the first 30 days.
- Replacement parts at cost.
- Platinum Optimization each year.

Exactly what is NOT covered:

- Laptop Batteries included with our laptops.
- Data Recovery.
- Any Software not included at time of sale.
- Systematic virus removal.
- Compatibility with user purchased hardware/software.
- Physical Damage including AC adapters, batteries, media drives and any other peripherals that were included with the laptop or computer at the time of sale.
- Shipping Costs.

To initiate a warranty repair please download and print our repair form. Include as much information as possible about the problems you are experiencing.

We try to diagnose warranty issues within 72 hours of receiving the equipment. However it can take up to 3 weeks (or longer depending on availability of parts) to repair your computer. Once your Laptop and / or computer has been repaired we ship the unit back via UPS ground service (all shipping costs are the responsibility of the customer unless otherwise noted in our warranty). If you require a faster method you can request it at your expense or we can ship the Laptop and/or computer back on your shipping account number using the carrier of your choice (Small Box fee will apply).

1-877-202-7788