

DogHouse Systems Plain-English Support Statement

Please take the time to read through this document so you have a full understanding of how our warranty works for you.

Now, we bet you're expecting a long-winded legal dissertation in our warranty statement on what is and is not considered covered by our warranty. This version of our Warranty Statement is designed to be a little easier to read and understand. There will be places where important criteria are detailed that are still going to read like a legal brief.

Speaking of moments where this is going to read like a legal brief: In any circumstances where the absolute legal letter of the law is concerned, the Legal Warranty Statement should be referenced. This document is a guide and a plain-English version of the Legal Warranty Statement but it IS NOT a replacement for it.

Warranty:

DogHouse Systems Armor line desktop computers and the Mobius line of laptops carry a standard 1 year warranty. The Armor line has optional 2 and 3 year standard warranties available. The Mobius line has an optional 3 year warranty available. Systems under warranty carry technical support via telephone, e-mail and our online forums. On-site service is an optional service level upgrade available at the time of purchase.

The warranty period begins 14 days from the date your system ships from our factory to you and ends 1 to 3 years and from then. That means if we ship your system on January 1st 2013 that your warranty will expire January 15th 2016. The "bonus" 14 days are our way of making sure you have guaranteed coverage regardless of the shipping method chosen and it gives gift-givers during the holidays some time to present the gift with its full warranty available.

Just to make sure we're on the same page, 'system' in this document refers to the computer itself.

The Armor series components covered by the system warranty include the hardware that was integrated into the system before it shipped out to you. This includes the main board, processor, memory, power supply (or power supplies), video card(s), optical drive(s), hard drive(s), add-in card(s), RAID controller(s) and the standard keyboard/mouse bundled with the system.

For the Mobius series the entire system is covered by the warranty.

Components that do not inherit the system warranty and are only covered by their respective manufacturer warranties include displays, printers, speakers, headsets, headphones, microphones, or external devices of any kind other than the standard keyboard and mouse bundled with the system. Upgraded keyboards and mice purchased with the system are covered only by their manufacturer's warranty. For the Mobius line, this applies to displays, microphones, speakers, etc, which are external to the system itself.

Any components integrated into the system by anyone other than DogHouse Systems are not covered. The customer may send their system to us at any time to have us perform upgrades and add-ons. If purchased from us, these after-the-fact upgrades will be covered by DogHouse Systems for the remainder of the system's warranty period in addition to the component manufacturer's warranty. If you ship us your system for us to perform upgrades or additions, as long as the new component(s) are purchased from us, we will perform the upgrade free of any labor charge. The customer will be responsible for freight charges to and from our facility. To arrange a system upgrade or add-on, please contact us at 877-DHS-DHS2 (347-3472) or sales@doghousesystems.com.

Support:

Technical support can be reached in 3 ways:

Phone: 877-DHS-DHS2 (347-3472)
E-Mail: support@doghousesystems.com

Also, the FAQ section of our website is a great resource for common issues.

Phone support is available Monday through Friday from 8:00AM Central to 9:00PM Central. DogHouse Systems offers telephone support for the life of your system. Replacement parts and on-site service coverage expires with the warranty period. Should you experience a component failure after the warranty period has expired, we will perform the component replacement at our facility at no labor charge provided that you purchase the replacement part from DogHouse Systems. In this instance, you are responsible for any and all related freight charges.

Software Support:

Due to the ever-changing and immensely complex nature of the software environment on modern computers, it is simply not possible to provide support for the vast number of potential configurations and conflicts. Our software support is limited to the original operating system and device driver loadout that shipped with the system and is contained on the System Restore disks. Should a catastrophic software issue arise (including, but not limited to virus infection) which renders the system unusable, our ultimate responsibility is to return the system to the state it was in when it shipped from our dock. In the most extreme cases, this means formatting the system partition and restoring the system from the System Restore disks. This process will completely wipe the system partition so be sure you have a current backup of your important data. DogHouse systems cannot and is not responsible for lost data. This is why keeping a backup is so important. Please refer to the "Using Acronis" section of your user's manual for information on creating a custom system restore image that includes a known-good system backup as well as your applications and data as configured at the time of backup.

Hardware Support:

Our hardware technical support is essentially parallel to the hardware warranty. Our support staff can provide assistance with any device that would be covered by the system warranty. Beyond this, our priority is making sure your experience with our systems is exceptional. We will put forth our best efforts to assist you over the phone with any and all issues you may have with your system keeping in mind that our liabilities and responsibilities are defined by our warranty statement.

Regarding International Support:

First, all international orders ship with a universal power adapter at no additional charge. We request that our international customers note our phone support hours are GMT – 6:00 (or – 5:00 depending on daylight savings...yes, American complexity). Our support promises extent fully to our international customers and warranties are the same. To help us accomplish this a "International Support Fee" is added to each order outside the US and is designed to offset the higher shipping costs we'll incur should there ever be a need to recall your system for repair or ship out replacement parts and recall failed components during the warranty period.

A note about the forums:

We provide the DogHouse Systems forums for our customers to ask questions, provide feedback and share information with fellow system owners. We will do our best to make sure the forums are beneficial to all of our users but, as with any forums that are open to the public, we cannot be responsible for the content posted there by non-employees of DogHouse Systems. Content deemed unacceptable will be modified/removed at the sole discretion of DogHouse Systems. Please review the Rules of Conduct thread on the forums for full details.

Parts Security:

In the event that replacement parts are being shipped from our service center to you, it will be necessary to provide a valid credit card number as a means of securing the cost of the replacement part(s). In the event that the defective/replaced component(s) are not returned to DogHouse Systems within 14 days of signature receipt at the customer address, the credit card used to secure the shipment will be charged for the current retail price of the component(s) that were shipped.

Diagnostics and Troubleshooting:

All diagnostics and troubleshooting prior to repairs will be conducted via phone or e-mail with a DogHouse Systems support specialist. On-Site Service does not cover diagnostics and troubleshooting and under no circumstances will a technician be dispatched to perform any action other than the replacement of components at the direction of a DogHouse Systems support specialist.

Repairs:

"Do It Yourself"

In our support model we do not discourage our customers from working on their systems. If a part is diagnosed as defective, the first option is to have a replacement part shipped out to you so that you can install it yourself or with the assistance of one of our technicians via telephone. For most simple repairs this is the fastest method of problem resolution.

"Return To Depot"

In the event that the problem is diagnosed over the phone and it is deemed necessary by our support staff to bring the system back to our facility for service, an active RMA (Return Merchandise Authorization) will be issued for your system serial number. At that time, you will also be sent via US Mail or email a prepaid shipping label to affix to your shipping container which will provide ground shipping at DogHouse Systems' expense. The RMA will remain in effect on your system serial number for a maximum period of 14 days or until the system ships from our facility back to you on its return trip. Return shipments, in this instance, are also prepaid ground shipping service at our expense. Should you prefer to expedite the shipments to and from our facility, you are welcome to pay the then current price difference between the standard ground service and the shipping method you prefer. A valid credit card number will need to be provided by the customer before the shipments occur in order to cover the price difference. Any hardware being returned for service or repair must have a designated RMA associated with it. Any shipments received at our dock from the customer that does not have an associated RMA number will be refused and therefore returned to you at your expense. When returning hardware under an RMA, be sure to post the RMA number on at least two sides of the shipping container as well as on the shipping label to ensure proper processing at our dock. Systems being shipped to us for repair must be shipped in its original packing materials (original boxes and foam inserts). Any shipping related damage to a system shipped by the customer in packing materials other than the complete set of original materials will be the sole responsibility of the customer.

"On-Site"

On systems carrying On-Site Service the troubleshooting portion is the same as "Do It Yourself" and "Return To Depot" with the exception that a technician will be scheduled to come out and perform the repair on your system once you confirm that the part(s) have arrived at the system location. The technician is only responsible for performing the hands-on repairs and is not responsible for returning parts to DogHouse Systems. In the event that an on-site technician is not available in your area, we will have you ship your system to us for the repair via overnight delivery service and, once completed, we will overnight your system back to you. In this instance, DogHouse systems will incur all freight charges.

Shipping:

In the event that replacement parts have to be shipped from DogHouse Systems to you, we will cover ground freight to your location and provide a return label with the delivery carrier for ground shipment of the defective component back to our facility.

If you require expedited inbound (to DogHouse Systems) or outbound (from DogHouse Systems) shipping, you will be responsible for paying the difference in cost of your selected shipment method and the included ground shipping service before the shipment occurs.

If it is necessary to ship a system anywhere for any reason, it must be done using approved packaging. Approved packaging consists of the original box and foam in which the system was shipped to you at time of original purchase provided the materials are still in reasonably good condition. If the original packaging is missing or damaged, you may order replacement packaging for your system on our website or over the phone. If replacement packaging is required, you will be responsible for the cost of the packaging in addition to your desired shipping method. We will never look to profit from our packaging materials in this instance. We offer these materials at our cost to you as a way of ensuring the proper care of your system in transit. Please see our website for current pricing on packaging materials.

Systems returned to DogHouse Systems in non-approved packaging will be refused.

Replacement Parts:

DogHouse Systems reserves the right to replace a failed component in a system with any of the following, in order of availability:

1. New identical replacement part.
2. Refurbished identical replacement part.
3. Functionally equivalent or better replacement part.

Normal Use:

Our warranty is only applicable for situations constituting normal use and does not cover any of the following:

- Operation outside normal temperature ranges.
- Operation outside normal input voltage ranges.
- Damage caused by failure to perform routine maintenance to maintain proper airflow (dust/lint removal, filter cleaning, etc.).
- Damage caused during shipping with the exception of shipments between DogHouse Systems and the registered System Owner when using an approved shipping carrier and approved packing materials.
- Damage resulting from lightning, flood, fire, earthquake, wind, vehicle collision, impact or falls of any kind.
- Damage caused by liquid contamination of any kind.
- Damage caused by operating the system in a hazardous, corrosive, toxic or flammable environment.
- Damage caused by the installation of incompatible or faulty accessories.
- Damage caused by foreign objects.
- Damage caused by insects or animals of any kind.
- Damage caused by viruses, malware or software of any kind.
- Damage caused by third-party service organizations.
- Damage caused by the system in conjunction with gravity. Do not place the system where it can fall on anything fragile (people, pets, valuables, etc.).
- Damage caused by you or any third-party. ("You break it... you buy it.")

Customer Data:

Under no circumstances will DogHouse Systems be responsible for the integrity, recovery or replacement of any customer data. It is entirely the responsibility of the customer to maintain proper backups of their data.

No warranty whatsoever is made in the event that a DogHouse Systems computer is used in a role where damage (both to property and health) could result in the event of a failure. This includes, but is not limited to Medical, Industrial Control and Automation, Military, Aviation, Public Works, and Civil Infrastructure. DogHouse Systems computers are intended for personal entertainment use only. We cannot, and will not, be held liable for any loss resulting from the use of our system in any other manner than personal entertainment. In other words, please don't use our systems to run your airport's air traffic control systems...someone might get hurt!

If at any time you have any questions or if there's anything we can do to improve your experience with your DogHouse System, please do not hesitate to call on us. Again, thank you for purchasing a DogHouse System.

Welcome to the DogHouse!

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