

MBI Data Systems, Inc. Support Policy

Technical Support

Technician assisted Support will require the cooperation and participation of the customer in the troubleshooting process and provides for restoration of the Operating System, application software and hardware drivers to the original default configuration as shipped from our facility, as well as the verification of appropriate functionality of the system unit and all factory-installed hardware. In addition to technician assisted Technical Support described above, online technical support is also available at <http://www.mbidata.com/support.html>.

Other Technical Support & Service options are available for purchase.

MBI Data Systems, Inc. provides limited technical support for the system and any "factory-installed" software and peripherals*. Support for third-party software and peripherals is provided by the original manufacturer, including those purchased and/or installed through MBI Data Systems, Inc..

Definition of "Factory-installed" Software and Peripherals:

Factory installed software includes the operating system and some of the software applications that are preinstalled on the system during the manufacturing/configuration process (e.g., Microsoft Office, McAfee Anti-virus, etc.).

Factory installed peripherals include any internal expansion cards, or option bay or PC card accessories. In addition, any monitors, keyboards, mice, speakers, microphones for telephonic modems, networking products and all associated cabling are included.

Definition of "Third-Party" Software and Peripherals:

Third-party software and peripherals include any peripheral, accessory or application sold by MBI Data Systems, Inc. (e.g., printers, scanners, cameras, games, etc.). Support for all third-party software and peripherals is provided by the original manufacturer of the product.

*Repair services are provided pursuant to the terms and conditions of your limited warranty and any optional support service contract purchased with the system.