

HW Screamer Warranty and Return Policies

Version 1 - Updated on August 13th, 2018

This warranty declaration applies to all HW Screamer computer systems produced by Health Wyze Media. Due to the fact that this warranty may be modified as business considerations change, a customer's warranty terms, conditions, and benefits are those which were current at the time of purchase. We maintain warranty version information on each customer's behalf and we furthermore provide a paper (hard) copy of the applicable warranty within delivered products.

Basic Warranty Provisions

Health Wyze Media guarantees its HW Screamer model computers to be fully functional, as described, for a period of one year after delivery of said products, or a period of one year after their purchase, for occasions when a product's delivery date cannot be reasonably verified.

After the period of a year has passed since the date of delivery or purchase, certain components are likely to still have extended warranties from their manufacturers. These longer warranties from original manufacturers change with market fluctuations, so we are omitting specific policy information about them, as the information would be ever changing. Therefore, we recommend calling us whenever something breaks, and we shall determine if a free replacement is available, even after this warranty has expired. In fact, we sometimes use components that have lifetime warranties from their manufacturers, so it would be very wise to call before trashing anything.

Shipping Damage

Please contact us immediately if the product was damaged during shipping. Failure to do so will prevent us from pursuing the infraction with the offending shipping company. Therefore, we must reserve the right to decrease or eliminate warranty protection, at our discretion, in cases wherein a customer remains silent about shipping damage for a matter of weeks.

Exclusions

We do not guarantee the fitness, performance, or reliability of any software, including the operating system; unless such issues are caused by hardware errors. We guarantee that our systems will arrive in good working order, but the consequences of future software changes are the responsibility of the customer. As an example, a customer's machine could someday become temporarily disabled by an automatic Windows update

that failed, and it would not be our fault if the machine were crippled by Microsoft.

Tampering and modifications which effect the hardware of any HW Screamer system may limit the product's warranty protection, at the sole discretion of Health Wyze Media, so remember that politeness in such cases has the potential to pay-off. In other words, we are not necessarily responsible for anything that a customer breaks.

However, overclocking the hardware, such as the memory, processor, or video card *is* allowed and overclocking will *not* void the warranty. Customers have permission to overclock (with software and/or BIOS) and each unit is shipped as already being optimally overclocked.

Please note that each SCREAMER features a Wraith Spire cooling unit from AMD for cooling its central processor, and the amount of cooling that it does is miraculous for its small size. This is being mentioned because altering the C.P.U. cooling unit (heat-sink or fan) will void the C.P.U. warranty for the unit's AMD Ryzen chip. This restriction is implemented by AMD.

Who to Call

We built your machine with loving care, so we might be able to fix a problem with a simple telephone call. Call us first if you have a hardware problem. We are reasonable and rarely bite our callers. However, if the problem is actually the software (most computer problems are), then you should instead contact the appropriate software company. For instance, it might be Microsoft or Adobe who made the software that is misbehaving. We are not software experts and may not have time to help with software problems.

We receive correspondence at:

Our telephone numbers are:

+1, 877-378-2260 (Toll-free for U.S. and Canada only)

+1, 336-528-4120

Mail:

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