



# Service Plans for Custom Built Systems



All Central Computer custom built systems come with a 1 year basic system warranty, which includes free labor for in store repairs and manufacturer warranties for all the basic parts. Customers can also purchase the service plan that best fits their needs.

## PLAN A: Replacement Warranty

### 1 Year Express Replacement Warranty Program

Basic System	Item Number	Plan A Price
\$0 - \$1000	ZZW101R	\$30
\$1001 & up	ZZW102R	3%

This warranty should be purchased on the same day the system is ordered.  
One full year coverage from the date the system is received by the customer

### Terms & Conditions:

- Basic System coverage: (CPU, memory, motherboard, hard drive, CD drive, floppy drive, Zip drive, video card, modem, controller, speakers, keyboard, mouse, case, network card). Hardware only.
- Not included: monitors, printers, scanners, and special order items.
- Original O/S software will be reinstalled.
- Any barebone systems coverage limited to drives, processor, memory & add-on cards. Barebone chassis, power supply & motherboard are not covered.
- Parts that are damaged due to user error will not be covered by warranty.
- Same day replacement if the parts are in stock. Otherwise please allow a reasonable amount of time to order replacement parts from our vendors.
- Equivalent replacement parts are allowed if the same items are not available.

## PLAN B: Extended Service

### 2 Years Extension In-store Service Program (3 years total)

Basic System	Item Number	Plan B Price
\$0 - \$1000	ZZW102EXT	\$60
\$1001 - \$3000	ZZW105EXT	\$80
\$3001 - up	ZZW110EXT	\$100

The plan is only available for those who have purchased plan A. Phone support service, in-store diagnostic & repair is included. Parts are according to manufacturer's terms & conditions

## PLAN C: On-Site Service

### 1 Year Phone support & On-site Service Program

Basic System	Item Number	Plan C Price
\$0 - \$1000	ZZW2020	\$99.95
\$1001 - \$3000	ZZW2050	\$129.95
\$3001 - up	ZZW2100	\$159.95

## PLAN D: On-Site Service

### 3 Year Phone support & On-site Service Program

Basic System	Item Number	Plan D Price
\$0 - \$1000	ZZW3020	\$199.95
\$1001 - \$3000	ZZW3050	\$249.95
\$3001 - up	ZZW3100	\$299.95

## PLAN E: On-Site Service

### 2 Year Phone support & On-site Service Program

Basic System	Item Number	Plan E Price
\$0 - \$1000	ZZW2220	\$149.95
\$1,500.01 - \$3000	ZZW2250	\$199.95
\$3001 - up	ZZW2300	\$249.95

Same day response for phone support, 48hrs On-site service arrangement, 30 miles service distance from any of our 4 stores. Parts are according to manufacturer's terms & conditions.

## Service Agreement

Invoice # \_\_\_\_\_ S.O # \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Plan Purchased: \_\_\_\_\_

Barcode # \_\_\_\_\_

Customer Name: \_\_\_\_\_

I have read & agreed to the terms of the Plans I selected:

Customer Signature : \_\_\_\_\_

Date: \_\_\_\_\_

Handle by (Sales): \_\_\_\_\_



# CENTRAL COMPUTERS

Centralcomputer.com

## Service Plans For Custom Built Systems

Plan A: 1 Year Express Replacement

Plan B: 2 Years Extension Services

Plan C: 1 Year Phone Support + On-site

Plan D: 3 Years Phone Support + On-site

Plan E: 2 Year s Phone Support + On-site

**CENTRAL  
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THE SMART TECH STORE

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408-248-5888

**Branch  
Sunnyvale**  
510 Lawrence Expwy.  
(between 101 Lawrence  
& E. Arques Ave)  
650-988-8886

**Branch  
East Bay**  
5990 Mowry Ave.  
(between Cedar Blvd.  
& HWY 880)  
510-793-5555

**Branch  
San Francisco**  
837 Howard St.  
(between 4th St.  
& 5th St.)  
415-495-5888

**Branch  
San Mateo**  
2727 S. El Camino  
Real  
(at 28th Ave)  
650-345-5888

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