



Congratulations and thank you for your purchase!

You should feel confident and pleased your purchase of a refurbished computer has saved you money and will contribute to efforts to preserve the environment.

As you are aware, this product has been pre-owned. It may show some signs of use, and small cosmetic blemishes may be noticed. Joy Systems would like to assure you, this and all of our certified, pre-owned computer products have been thoroughly inspected, cleaned, upgraded and tested to perform as new.

IMPORTANT: We strongly encourage registering your product(s) immediately online at <http://www.joysystems.com/registration>

If you require assistance, there is no need to contact the manufacturer. Whether it's a Dell, HP, IBM/Lenovo system, the 1 year warranty is provided by Joy Systems.

For warranty/technical support, please contact us at our service hotline:

732-907-1593 or 877-JOY (569)-8808

Hours: Monday through Friday – 9:00 AM to 5:30 PM EST

For warranty details, visit our website: <http://www.joysystems.com/RMA>

A service request can be made online at <http://www.joysystems.com/RMA/return>

- Laptop computers include an AC power cord, recovery partition, the Joy Systems' warranty statement, and an Activation/Restore Guide.
- Desktop computers include an AC power cord, recovery partition, the Joy Systems' warranty statement, an Activation/Restore Guide as well as a new generic keyboard and mouse.
- Monitors are accompanied with a power cord and a VGA cable.

As requested in the enclosed Activation guide, PLEASE ENTER YOUR WINDOWS PRODUCT KEY ACCURATELY WHEN PROMPTED (instructions are listed on the back of the set-up guide).

To date, Joy Systems has refurbished over 2 million computers and monitors since its inception in 2001.

Joy Systems has received the following Microsoft Authorized Refurbisher Awards:

- Worldwide Sales Champion 2013, 2014 and 2015
- US Sales Champion 2013, 2014 and 2015
- First MAR to surpass 500,000 Licenses, 1,000,000 Licenses and 1,500,000 Licenses

We appreciate your business and enjoy your purchase!

Limited Warranty Statement and Technical Support Guide

Joy Systems provides a 12 month warranty with technical support to the original end-user (purchaser), excluding accessories. The Joy Systems' warranty ensures the product will be free of defects related to materials and/or workmanship from the date of shipment. The Joy Systems' warranty will cover costs related to parts; labor and shipping that are associated with the in-house repair of the defective hardware. Accidental damage is not covered under the warranty and all damage caused by the end-user will void the warranty. The warranty applies to the original end-user(s) within the continental United States (excluding AK, HI, PR) and Canada. All warranty replacements will be shipped using **FEDEX GROUND, UPS GROUND, or USPS FIRST CLASS MAIL** with no exceptions.

All warranty services will be performed at the Joy Systems Service Center located in New Jersey, U.S.A.

Product(s) cannot be returned for credit or refunds without prior authorization. Joy Systems will not provide reimbursements for unauthorized third party repairs.
The Joy Systems warranty is NOT TRANSFERABLE.

Please retain all packing materials including the box as they will be required to ship the computer to Joy Systems for warranty service.

Computers shipped to Joy Systems via the original end-user, with inadequate packaging will be deemed potentially damaged and may restrict warranty support for the product(s). Empty shipping boxes with packing foam are available on request and can be shipped to customers within the continental United States (excluding AK, HI, PR) and Canada.

Any parts or upgrades installed by the customer which were not included with the computer at the time of purchase must be removed prior to returning the computer to Joy Systems. If any such unauthorized third party parts are returned with a computer for warranty service, Joy Systems will not be responsible for replacing or repairing these parts if they are lost, damaged, or defective.

Joy Systems is not responsible for any user data on a computer being returned for warranty service. In the event that the user's data is lost, Joy Systems will not be liable. It is the responsibility of the user to make regular backups of important data.