

Dove Computer Solutions Next Business Day On-site Service Description

I. Next Day on-site Service Overview

Next Business Day On-site Service includes, from the date of delivery, a support service designed to assist in giving you peace of mind. Should the system develop a fault, Dove's NBD Service can place a PC technician at the customer's location after completion of the support procedures listed below (including a problem diagnosis service via website or telephone) and, for the duration of the service period*, provide a parts and labour service.

This Service is available for Desktop systems only. * See invoice to confirm length of service after which the service is subject to a separate charge. Notwithstanding the length of the service period, Dove provides 1-year non-upgradeable hardware support for Dove consumables and accessories such as media, carry cases, CMOS batteries and notebook batteries.

II. Support Procedures - The 4 Levels of Support Dove's NBD Service incorporates the following standard support services plus on-site engineer support if necessary:

- 1. 30-Day Getting-Started Assistance** - Dove offers a standard 30-day telephone support program at no additional charge for installation optimisation, configuration, and limited usage questions during the critical 30-day period after delivery of your system. This program is available on factory-installed operating systems and desktop/notebook applications.
- 2. 24/7 Comprehensive On-line Support** - Dove's standard support website provides on-line assistance, including troubleshooting information, problem diagnosis tools and downloads.
- 3. Telephone Technical Support** – Dove provides a telephone support service to all customers to assist troubleshooting problems on your Dove hardware.
- 4. Next Business Day On-site Service** covering labour and the repair or replacement of parts in the main system unit, including monitor, keyboard and mouse, if not ordered separately, and after confirmed diagnosis with Dove Technical Support.

III. Support Procedures – The 4 Levels of Support In Detail The following covers each of the standard support services plus on-site engineer support in detail:

1. 30-Day Getting Started Assistance To help "get you started" for the first 30 days after delivery, Dove provides telephone technical support, installation and configuration advice on: (i) Dove manufactured products; (ii) Dove supplied external peripherals; (iii) factory-installed operating systems; and (iv) factory-installed software. After 30 days from the delivery date, general usage and "how to" software questions are not supported.

SERVICE EXCLUSIONS

Without limitation this service **does not include**: (i) items purchased and/or installed through a third party company.

2. 24/7 Comprehensive On-line Support Dove offers comprehensive free online assistance at <http://support.DoveComputers.com>. This includes e-mail support. Most support questions can be answered with Dove's on-line problem-diagnosis tools and information resources, such as:

- Access to much of the same reference material used by Dove technicians including problem-diagnosis tools, troubleshooting information and frequently asked questions (FAQs).
- Information on your individual system.
- Drivers, utilities and registration for update notification.
- Discussion group with other customers and Dove technical professionals.

3. Telephone Technical Support If you have a problem with your Dove product and cannot resolve it using our on-line support you should contact Dove's technical support for problem diagnosis. This telephone support is a fast and efficient way for Dove to assess a problem your system may have and determine with each customer the best and fastest way to resolve this problem. Telephone support and service is provided Monday-Friday during local business hours 09:30am to 18:00pm and excludes weekends and public national holidays.

A REQUIRED STEP TO RESOLVE YOUR PROBLEM

Dove will send parts or provide an engineer service only if it has been established that the problem cannot be solved by recommended troubleshooting procedures as outlined below and a Dove representative agrees that a service call would resolve the issue. An exception to this will be made if a customer has special needs or disabilities and makes this known to the Dove technician.

WHAT INFORMATION EACH CUSTOMER SHOULD HAVE WHEN CALLING DOVE

Each system shipped by Dove is individually built to order, and the details of that configuration are recorded on Dove's call-management system. The customer should identify the service tag number and model number of the faulty system to assist the Dove technician before calling. These can be found on a white label on the back of the system. To complete the diagnostics the customer must have convenient access to the faulty system when calling technical support. The technical support telephone number the customer should call is provided in the Dove system document that ships with each system and is on Dove's website at <http://support.DoveComputers.com>.

TROUBLESHOOTING – FAULT DIAGNOSIS

For each call, the Dove technician has been trained to undertake a process to ensure the fastest possible resolution. To do this the technician will request the customer's assistance to help "troubleshoot" the problem in order for the technician to diagnose the fault. The diagnostic process will enable the Dove technician to identify the system part that has failed, if any, so that a replacement part can be provided. Examples of what can be included in the scope of the hardware fault diagnostics are:

- Running diagnostic tests appropriate for the problem reported.
- Installation of service packs, components, supplements, updates and patches for specifically covered factory-installed operating systems, firmware and BIOS.
- Installation and default configuration of Dove factory-installed operating systems, application software and drivers.
- Testing a factory-installed network interface card (including wireless) by testing with manufacturer's diagnostics & pinging another PC.
- Testing a factory-installed modem by connecting it to an analogue telephone line (not a PABX line). The Dove technician will work together with you to ensure that you are properly instructed on how to proceed.

OPENING THE SYSTEM

Accurate problem diagnosis may not be possible without opening the system. Normal troubleshooting procedures may also include opening a system to reseat parts. The Dove technician will inform you if this is necessary and work with you to do so. Opening the system avoids delays in resolution but must be done only with the guidance of the technician who will advise of all necessary safety precautions. As a last resort, the troubleshooting process may require the restoration of the original operating system, software applications and hardware drivers and settings to the original default configuration as shipped from the factory.

EXCLUSIONS

Without limitation, the scope of Dove's fault diagnostics and NBD Service **does not include** support for the following:

- General usage and "how to" questions with Dove factory-installed software over 30 days.
- Configuration and diagnosis of the Dove factory-installed operating system or factory-installed

applications for use with customer-installed applications and hardware.

- Configuration, installation and validation of non-Dove supplied operating systems, software, applications or drivers/fixes.
- Commercial upgrades whether purchased from Dove or not, e.g. Office XP Pro upgrade.
- Configuration of all communication software, unless required for troubleshooting.
- All non-Dove supplied hardware and peripherals, their installation and compatibility with Dove branded hardware. The original manufacturer of the product provides support.
- Dove supplied software and peripherals, unless otherwise specified.
- BIOS/Firmware upgrades for non-Dove branded systems, unless part of fault resolution.
- Invalid software and hardware configurations.
- Backing up and restoring customer's data.
- Customer applications and data.
- Unnecessary work in Dove's assessment.
- Consumables and wear and tear to items such as plastics and diskettes.
- Non-critical failures that fall within industry specified tolerances e.g. noise, individual LCD pixels.
- Games and add-on packages from date of purchase (e.g. educational packs).
- Preventative maintenance.
- Repair of system after virus infection other than installation of the operating system to the default Dove factory settings.
- Custom factory integration items will not be supported unless specifically agreed in a separate writing by Dove Computer Solutions Ltd.

4. Next Business Day On-Site Service

Dove's Next Business Day On-Site Service (NBD)* can place a Dove-certified engineer at the customer's location the following business day, after completion of telephone-based troubleshooting when a Dove technician accepts and logs a system fault call before 17:00 Monday-Friday, subject to parts availability.

**Availability of service and response-time estimates may vary according to the remoteness or accessibility of product location.*

Service is performed on-site at the customer's location and is available Monday - Friday from 9:30 to 18:00 excluding normally observed local holidays.

NBD ON-SITE SERVICE DELIVERY METHODS Next

Business Day On-Site Service has two delivery methods:

- Engineer Replaceable Parts – Dove will dispatch a service engineer with the replacement part to arrive on-site by 5:00pm, the next business day. Upon arrival at the customer site, the engineer will install and test the replacement part. The engineer will verify the repair is complete with the customer.
- Customer Replaceable Parts – Dove may opt to send a system part, which can easily be replaced by the customer, directly to the customer to exchange with the defective part. These items will be defined by the Dove technician during the diagnostics process, but will generally include monitors, mice, desktop keyboards, notebook batteries, AC adapters, etc. Replacement parts may be reconditioned or refurbished and are replaced on the basis of specification and not on brand and model.

IV. General Information Customer Data & Data Loss.

Dove recommends regular backup of data. In cases where a hard drive failure is detected, the hard drive will be replaced. **Customer data stored on the defective hard drive will be lost if the hard drive is replaced.** The service engineer will configure the operating system to the original factory settings only if the customer makes the original software image or operating system installation media available. The customer should contact Dove Technical Support for assistance in reinstalling any additional software provided on the original factory image. Data Loss: The customer is responsible for the security, backup & reinstallation of their data at all times. Dove accepts no liability for loss of software and data.

Damage Exclusions In addition to those items specified in Dove's Standard Terms and

Conditions of Sale, Dove Service does not cover damage caused by:

- Use of components or software not supplied by Dove.
- Relocation or transportation.
- Servicing not authorised by Dove.
- Usage not in accordance with product instructions.
- Improper voltage selection on systems power supply.
- Unreasonable or excessive use.
- Accidental damage.
- Malicious damage.
- Environmental conditions.
- Act of God, fire, flood, act of violence or any similar occurrence.

Customer Obligations

In order to enable Dove to carry out its support obligations the customer without limitation should:

- Provide Dove with full, safe and prompt access to the products.
- Where possible, provide a technically competent person with knowledge of the system and fault to be present throughout the repair and to actively assist in troubleshooting.
- Ensure the system is in an easily accessible location with adequate space, health and safety conditions.
- Provide such telecommunication facilities as are reasonably required by Dove for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.
- Keep full security copies of any software and data in accordance with best computing practice and in any case before requesting Services from Dove.
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided.
- Inform Dove of any system relocations.
- Any other actions that Dove may reasonably request in order to best perform the service.

Returns Policy Consumers may cancel a purchase at any time within 7 working days of receipt without cause and receive a refund of the price paid. To do this the customer must inform Dove and obtain a Returns Authorisation number. The products should be returned immediately, clearly marked with the Returns Authorisation number, in the same condition the customer received them and at the customer's own cost and risk. Any statutory consumer rights are unaffected by this agreement. This does not apply to any business customer or user.

This Service Description is subject to and supplements the terms and conditions of any applicable overriding signed Agreement between Customer and Dove Computer Solutions Ltd and in the absence of such an Agreement, Dove's Standard Terms and Conditions of Sale and Service (including without limitation Dove's limitation and exclusion of liability as noted therein). Dove reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation.

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