CORE PC

CUSTOM BUILDS • OPTIMIZED PERFORMANCE
RELIABLE REPAIRS • EXPERT SERVICES

CUSTOMER POLICIES

Clear expectations for repairs, upgrades, custom builds, and on-site service.

Our commitment
CORE PC aims to provide professional, respectful, and transparent service. We explain the work, communicate material changes, and obtain customer approval before proceeding beyond the authorized scope.

Please review these policies before booking or purchasing. Job-specific estimates, approvals, invoices, and written agreements may provide additional details for your particular service.

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1. Appointments, Cancellations & Communication

- Appointments are arranged through CORE PC's approved booking or communication channels and are subject to availability.
- Customers should provide accurate contact information and a clear description of the requested service or computer issue.
- Please notify CORE PC as soon as possible if you need to cancel or reschedule. CORE PC will communicate schedule changes or delays as soon as reasonably practical.
- Any diagnostic, travel, cancellation, or other applicable fee will be disclosed before you commit to the appointment. No cancellation or missed-appointment fee is established by this policy unless separately disclosed and agreed in advance.
- Customers should be available at the agreed appointment time. A missed appointment may require a new appointment.

2. Computer Intake, Inspection & Equipment Handling

- Equipment accepted for repair, maintenance, upgrades, or inspection may be documented at intake, including its make/model, reported issue, accessories received, and visible condition.
- CORE PC will handle customer equipment carefully and only for authorized business purposes. Appropriate electrostatic-discharge and component-handling precautions will be used.
- Gloves are required when handling internal computer components.
- Customers should identify included accessories and disclose known issues, prior damage, or relevant changes to the computer.
- CORE PC will communicate newly discovered damage or material concerns as soon as reasonably practical.

3. Diagnostics, Estimates & Repair Authorization

- Diagnostics are performed within the scope authorized by the customer. Intermittent or multiple issues may require additional testing.
- Diagnostic fees and the scope of the diagnostic service will be disclosed before diagnostics begin.
- If the customer proceeds with the recommended repair, the applicable service/diagnostic fee will be credited toward that repair, as discussed at authorization.
- CORE PC will provide an estimate or explain expected charges when reasonably available. Charges may include labor, parts, diagnostic services, and other disclosed fees.
- Documented customer approval is required before chargeable repair work begins. CORE PC will obtain approval before performing work or incurring costs outside the originally authorized scope.
- Customers may decline a recommended repair. Any previously disclosed diagnostic or inspection fee remains payable.

4. Data Privacy, Backups & Data-Loss Risk

- CORE PC will access customer data only as reasonably necessary for the authorized service and will take reasonable steps to protect customer information.

- Customers should back up important files before service. Customers are responsible for maintaining their own backups unless a separate backup service is agreed to in writing.
- CORE PC will not intentionally browse personal files unrelated to the authorized service. Passwords and login credentials will be handled confidentially, and only information reasonably necessary for the service will be requested.
- Data recovery, backup, transfer, or other data-related work requires customer authorization.
- Repairs, storage-device failures, malware removal, operating-system work, and other technical procedures can involve a risk of data loss. Customers should not assume that data can always be recovered or preserved.
- Service photographs will be taken and stored for job documentation while avoiding passwords, private files, and unrelated personal information.

5. Custom PC Builds & Component Approval

- Each custom build requires a customer-approved configuration identifying the proposed components and price.
- The customer is responsible for reviewing and approving the final configuration and providing accurate information about intended use, performance needs, budget, and requirements.
- CORE PC will make reasonable efforts to verify component compatibility, including relevant capacity, dimensions, power requirements, and platform support.
- CORE PC will communicate material availability or price changes and obtain approval before substituting a different component or changing the approved configuration.
- Custom PC builds must be paid in full before assembly begins. CORE PC will not begin build assembly based on a verbal promise of future payment.
- Approved changes that increase the total price must be paid as agreed before the additional work proceeds. Estimated timelines depend on component availability and will be communicated to the customer.

6. Payments, Returns & Refunds

- For repairs and services, applicable fees will be disclosed before authorization. Payment is due before completed equipment is released unless CORE PC approves another written arrangement.
- CORE PC's stated return window is 30 days from the date the customer receives an eligible purchased item. Proof of purchase is required.
- Returned items must meet the condition and packaging requirements disclosed at the time of purchase. Any exclusions, shipping costs, restocking fees, or special-order restrictions will be disclosed before purchase.
- Refunds will be made to the original payment method when reasonably possible. Processing time may depend on the payment provider.
- The 30-day return period applies only to eligible purchased items. Eligibility of custom-built computers, opened or used components, special orders, and service labor must be stated in the applicable product or service terms at the time of purchase. If those terms are not stated, contact CORE PC before relying on a return being available.
- Nothing in these policies is intended to limit rights customers have under applicable law.

7. Build Testing, Quality Checks & Documentation

- Custom builds undergo appropriate installation, functionality, and quality checks before delivery. Checks may include component recognition, connections, cooling and airflow, cable management, and basic functionality or stability testing as applicable.
- Operating-system installation, drivers, and updates are performed only when included in the approved service.
- CORE PC maintains job documentation, which may include component details, work performed, test results, approvals, invoices, and before/during/after photographs.
- Photographs are associated with the relevant customer job and retained for business documentation. If a particular photograph cannot reasonably be obtained, the reason may be recorded.

8. Limited Custom-Build Warranty

- CORE PC provides a one-year limited warranty for qualifying manufacturer defects in components supplied as part of a custom PC build, subject to the applicable manufacturer terms and the written terms provided with the build.
- This limited warranty does not cover damage caused by customer tampering, unauthorized modifications or repairs, misuse, neglect, abuse, improper handling, accidental impact, liquid or moisture, improper electrical connections, unsuitable power conditions, or overheating caused by blocked airflow, excessive dust, or neglected maintenance.
- Damage resulting from unauthorized overclocking or modifications is also excluded.
- Customers are responsible for following operating and manufacturer instructions, maintaining appropriate airflow and ventilation, keeping the computer reasonably clean, performing routine maintenance, and keeping software and security updates reasonably current.
- CORE PC may inspect the computer to assess a reported issue and whether an exclusion appears to apply. Manufacturer warranty duration, coverage, and claim decisions are controlled by the manufacturer.
- This policy describes the limited component-defect coverage established for CORE PC custom builds. It does not promise coverage for unrelated failures or customer-caused damage. Any additional labor or workmanship coverage must be stated separately in the customer's written build documentation.
- Applicable consumer rights remain unaffected.

9. On-Site Service & Safe Work Area

- On-site work is performed professionally and only where conditions are reasonably safe.
- Customers should confirm access arrangements and provide a stable, reasonably clean, well-lit work area.
- CORE PC may power down and disconnect equipment when appropriate, use suitable tools and electrostatic-discharge precautions, and keep the work area organized.
- CORE PC may stop or reschedule work if electrical, environmental, or personal safety risks cannot be reasonably controlled.

10. Completed Work & Equipment Return

- Completed equipment will undergo appropriate completion checks, and the customer will be notified when it is ready.
- CORE PC will record work performed, parts installed or removed, and relevant test results, and will explain remaining limitations or concerns known at completion.
- Outstanding balances are due before equipment is released unless another written arrangement has been approved.

- Customers should inspect equipment at pickup or delivery and promptly report concerns. The return date, method, and accessories returned may be recorded.
- If equipment remains uncollected, CORE PC will contact the customer to arrange next steps. Any storage, disposal, or unclaimed-property terms will be communicated separately where applicable and handled in accordance with applicable law.

11. Customer Conduct

- CORE PC is committed to respectful, professional communication. We may decline or discontinue service if a customer behaves in a threatening, abusive, harassing, or unsafe manner.

Questions about a specific service, product, return, or warranty? Please contact CORE PC before authorizing work or completing a purchase so the applicable terms can be explained in writing.

These customer policies summarize CORE PC's current service practices. They are not a substitute for a signed estimate, repair authorization, custom-build approval, invoice, manufacturer warranty, or legal advice. Where applicable law provides customers with rights that cannot be waived, those rights continue to apply.