Walsoft
COMPUTERS

COMPUTERS | LAPTOPS | SERVERS | TABLETS | SMARTPHONES | CONSUMABLES | SECURITY (CCTV) EQUIPMENT | NETWORKING | HARDWARE & GENERAL IT SERVICES

Walsoft Software Works is a locally Incorporated Company established in 2004 and trade as Walsoft Computers. We have grown consistently since inception and today we offer a wide range of computing services and solutions.

The MISSION at Walsoft Computers is to add value and to contribute to our clients' long term success and competitive strength. This is accomplished by helping clients to identify solutions that improve performance, by assisting in implementing those solutions and by aiding in managing the subsequent change.

We possess proven ability to deliver and are committed to providing quality products and services which include: **Hardware/Software sales & support, Network Installations & Support, Internet Installations & Web design, Software Development & database Applications, IT Training, and, Computer Hardware Maintenance whether Carry-in Repair or Call-Out Repair Services.**

WE SUPPORT GENUINE SOFTWARE

Walsoft Computers hereby commits to the following:

1. **As Both Hardware and Software Vendor, we are not allowed to pre-install any unlicensed software products on assembled computers.**
2. **We Provide Assembled computers with either licensed software, Free Open Source Software or No Software at all!**
3. **None of our clients is bound to use any specific software. As our esteemed clients, you are FREE to use any software of your own choice provided that all the legal requirements are observed. Loading of any Open Source or Licensed Software will always attract a Small fee should it be that the computer in question is not being assembled for the first time. All pre installations on newly Walsoft-Assembled Computers will be free!**
4. **We are obliged to give free information on alternative software (ask about OPEN SOURCE).**
5. **No Walsoft Computers' technician will repair a client's computer running on NON-OPEN SOURCE products, unless a valid license is identified. This includes all computers either supplied by Walsoft Computers or any other dealers. NOTE: This does not mean that you can't book in your computer for checkup. Should you have trouble with your computer; feel free to bring it in – we will use acceptable methods to test but will not REINSTALL any unlicensed software.**
6. **We are against Software Piracy and support Acceptable Competitive business practices.**

OUR TERMS & CONDITIONS

1. **All Media (CD-R or DVD-R) & Consumables (Cartridges or Tonners) Do NOT Carry any Warranty**
2. **All NEW Products carry a 12-month warranty unless otherwise specified**
3. **All DEMO Products carry a 3-month warranty unless otherwise specified**
4. **Pre-installed Software is not covered in the warranty. All Re-installations will attract a fee**
5. **Hardware That is less than 7 Days Old can be swooped out immediately but those older than 7 days need to be booked in for repairs for a MAXIMUM of 7 Days and a MINIMUM of 3 Days**
6. **Walsoft Computers will not be held liable for any accessories accompanying the main hardware booked in for warranty**
7. **You must Back-up your data before handing in your PC for Warranty. We can't be liable for your data**
8. **The Following will result in Warranty being VOID:**
    a. **Any Physical damage on the product (e.g.: Scratch Marks, Burnt Marks, Broken/Missing Parts)**
    b. **Missing Serial Numbers or any other original labels**
    c. ***** If the product has been infested with Insects such as Cockroaches (Especially Power Supply)**
    d. **If the product has been mishandled (e.g. CPU) / Struck by lightning (Monitors/PSU/Motherboard)**

SIGN ……………………………………………………………………………………………………