



The 24 hour Guarantee

Dymin Systems Guarantees repairs in 24 hours or less. The 24 hour Guarantee begins from the time that the customer leaves their computer for repairs or upgrades, or places their new system build order - until the Dymin technicians call the customer for pickup of their repaired, upgraded or new unit. For accuracy purposes, the customer's paperwork will be stamped with a time upon check-in, and Dymin technicians must call or leave a message that the repair or new build is done within 24 hours from that stamped time. An un-stamped work order or sales order automatically qualifies for a claim against The 24 hour Guarantee.

Claims against The 24 hour Guarantee are the customer's responsibility. Customers must notify Dymin staff of a 24 hour Guarantee claim at the time of pickup. No claims can be made after the repaired, upgraded or new unit leaves our facility.

The 24 hour Guarantee claim will be paid in gift certificate form to the customer who made the claim. The gift certificate amount will be \$20.00.

Details & Restrictions:

1. The 24 hour Guarantee does not apply to laptop repair, server repair or repairs that require special order parts. Special order parts are defined as parts that are proprietary to the customer's model or brand of unit being repaired or upgraded, and that no manufactured equivalent part can be adapted from Dymin's normal stock. Dymin strives to complete non-guaranteed repairs as well. Every attempt will be made to finish a non-guaranteed repair in 24 hours or less, it's just that they are not "guaranteed" to be done within 24 hours.
2. The 24 hour guarantee applies to new system builds on desktops only. However, not all kit upgrades and parts are guaranteed to be in stock. Dymin Systems Inc. guarantees that all of the parts of the base unit of any of our new desktop systems will be in stock and claims can be made against the guarantee only for base unit builds only. Customer waives their right to claim a guarantee when they agree to an alternate build suggested by a Dymin employee.
3. Customers must return phone calls or answer questions asked by Dymin's employees within two hours of receiving a call or request for information or permission to proceed with a repair to qualify for The 24 hour Guarantee.
4. Only one guarantee per person per day. No more than one guarantee may be claimed per repair or per unit being repaired.
5. The 24 hour Guarantee only applies to days in which Dymin is open 24 hours or has been open continuously in the previous 24 hours during the repair.
6. Correction to the repair does not qualify for claims against The 24 hour Guarantee.
7. If a customer refuses a repair, The 24 hour Guarantee is void.
8. The 24 hour Guarantee is based on the time that our technicians call or leave a message that the repair is finished, not the time that it takes the customer to get to our location for pickup. Our technicians will note the time that we called on the work order or sales order and the guarantee will be based on those notes. If Dymin fails to have adequate notes regarding the times that we called, then the guarantee will be paid upon the customers request to honor a claim on the guarantee.
9. Gift certificates issued for The 24 hour Guarantee claims cannot be used the same day that they are issued. Additionally guarantee claims gift certificates cannot be used to pay any portion of the balance for the invoice(s) that they were issued for.