Eritech International, Inc.

Computer & Electronics Wholesaler

Dear Customer,

Thank you for your purchase, we very much appreciate your business, it has been a pleasure serving you.

Customer satisfaction is our #1 priority; at the same time our commitment is to provide quality products with exceptional customer service.

We hope you have received your item in good condition and in a timely manner, please inspect the contents of the box to make sure no damage during transit, if any damage found please report to us immediately.

Please keep the original packaging just in case you would require to return the item.

We respectfully ask if you are in any way dissatisfied with your purchase, either having remorse, change of mind or an issue with the item received, please contact us directly through email at [customerservice@eritech.com](mailto:techsupport@eritech.com) or call us Toll Free at (888) 808-6242 and give us the opportunity to make it right for you, we are committed to ensuring that you are completely satisfied with your purchase.

Please note for immediate assistance contact us during business hours Monday through Friday between 9am to 4pm (California time), appreciate your patience until we solve any issue, we value your business and would like to address your concern as quickly as possible.

If you have been satisfied with our product and service we would greatly appreciate a moment of your time to leave your feedback for this transaction on the marketplace site where you did the purchase, your opinion would allow us to maintain our high standards in providing a wonderful buying experience for all customers.

Please read below notes which would help you with some technical guides in case you are having an issue with the unit.

We recommend using the computer as received for 1 or 2 day prior installing any programs or doing any updates to make sure no issue found, most often compatibility with other programs or software installed could cause system not function properly.

If after installation of any software or for any other reason at any time you appear to have an issue with the unit, we suggest to do a recovery of the operating system and restore the unit to its original settings, most manufacturer install recovery on the partition of hard drive, which can be accessed to do the restore, if you have difficulty please contact us and will walk you through it, in most cases recovery of the operating system solves all the issues. If that does not work please contact us and we would do our best to work it out with you.