

Information you should know about orders from ERACC

WARRANTY

ERACC honors the manufacturer (MFG) warranty on the parts used in your build. Our own warranty only covers any shipping required to replace parts in your system within the first year. If a part fails under the terms of the MFG warranty in the first year we will pay for the shipping to get you a new/refurbished part. After the first year we will assist with getting parts replaced but you pay for the shipping, etc.

BURN-IN

We do a 48 hour "burn-in" of all systems we build before shipping. There are no exceptions to this. It protects both you and ERACC from having to deal with DOA parts in most cases. When building a custom PC or custom Server, once the system is built and passes the burn-in only then will we ship to the address provided.

PAYMENT

All **ORDERS MUST BE PREPAID** (including shipping) before we will order any parts. Accepted methods of payment in our order of preference are:

- Credit Card
 - We accept **credit card payments through Paypal only** as well as other Paypal payment methods. It is not necessary for one to have a Paypal account to pay us via a credit card through Paypal. We create a Paypal invoice and send that with instructions on paying with a credit card without a Paypal account.
 - Note that Paypal payments are transferred to our bank account to cover our direct debit payments to our distributors for parts before parts are ordered. This transfer takes approximately 3 business days.
- EFT (Bank wire transfers, etcetera.)
 - EFT is practically "instantaneous" and is the fastest method to get your order processed. This is our second choice only because we think banks tend to charge too much and require clients to be physically present at a bank to initiate an EFT. While this seems rather odd in today's world of online financial transactions, it is the way most banks handle EFT.
- U.S.A. Postal money order
- Cashier's check (Must clear the bank, can take up to 14 business days.)
- Company checks (Must clear the bank, can take up to 14 business days.)
- Personal checks (Must clear the bank, can take up to 14 business days.)

PARTS & SUBSTITUTION

We do not stock parts. Parts are ordered as needed from our distributors once you pay for your order from ERACC. The only parts that are not subject to substitution on an order are the Motherboard, CPU and RAM. For example, on the day ERACC orders parts for your build, if the hard drive BRAND and MODEL shown on your quote / invoice is not in stock at our suppliers ERACC will substitute an equivalent model of Seagate, Western Digital or Hitachi drive with an equivalent manufacturer warranty. ERACC may also substitute equivalent case, power supply, CD/DVD drive, monitor, keyboard, mouse, etcetera. This is to avoid shipment delays. *If instructed to NOT substitute, then the order will be held until the parts as invoiced can be acquired.*

NOTICE

Please let us know you have read and understand this document. If you have any questions or comments please include them in your message to sales@eracc.com.

Thank you for giving ERACC the opportunity to do business with you.