

VALUE RECOVERY

872 S. Milwaukee Ave, #253
www.ValuRecovery.com

Libertyville, IL 60048

Phone - (847) 858-5540
support@valurecovery.com

Dear Valued Customer,

Value Recovery has done it's best to repair your laptop and prove it's functionality before returning it to you. Unfortunately, for various reasons a laptop may have to be returned for further diagnosis and repair. If this happens, call the phone number above; perhaps it is something that can be resolved over the phone.

When your laptop has been received, I will do my best to diagnose and repair your laptop in a timely manner. Notwithstanding, some parts may have to be ordered and there may be a delay; please excuse any inconvenience this may cause.

Value Recovery warranties its work and the parts which were repaired and/or replaced. If a DC Jack repair was performed, then only that work will be under warranty. If a motherboard was repaired and the unit returned and found to have a defective CPU, then you will be quoted for a new CPU.

Value Recovery does not warranty physical damage, surge damage or liquid spill damage.

- Spilling water, soda, wine, etc. on the unit causing it to fail
- Over-voltage problems such as plugging the modem into the network connection causing the laptop to fail
- Batteries exploding
- Physical damage such as being stepped on, being dropped, etc.

I want you to be satisfied with the level of service you have received from Value Recovery but also want you to know what to expect if something unfortunate happens.

Thank you,

David Tremmel
Value Recovery