

Cocotec Computer Services

Terms and conditions

Software Warranty

Cocotec Computer Services offers a 30 day warranty on software services.

If a customer's system is returned under warranty Cocotec Computer Services will check the system's logs events which catalogue everything, this will determine if you have breached our policy rules. If accountability is proved to lie with customer there will be a charge for additional work carried out.

Cocotec Computer Services cannot be accountable for certain software failures within 30 days if one or more of the following actions has been completed:

Software installation

Warranty will become void if, after installing any software, system fails to start or loops, thus causing conflicts within the system.

Antivirus Software

During the process of any software service or fresh installation of any Microsoft operating system Cocotec Computer Services will always add Kaspersky Antivirus or Kaspersky Internet Security to all systems, unless otherwise stated. Therefore if the customer chooses to disable said protection the 30 day software warranty becomes void. If customers choose to add an additional virus protection warranty becomes void. Having two or more Antivirus software packages on your system will potentially leave your system unsecured.

Peer2Peer / file sharing software

If the customer chooses to add any peer to peer or file sharing software the 30 day warranty becomes void.

Peer2Peer – distribution technology that permits the sharing of music, video and software files.

Example peer2peer programs include:

Acquisition	Free Download	LimeWire	Stealthnet
aMule	Manager	Manolito	SymTorrent
ANts P2P	Freenet's FProxy	MLDonkey	Thaw
Ares Galaxy	Frost	MonoTorrent	Transmission
BearShare	FrostWire	Morpheus	TrustyFiles
BitComet	giFT	MUTE	Vuze
BitTornado	Gnucleus	Nodezilla	Azureus
BitTorrent	GNUnet	Opera	Warez P2P
Blubster	gtk-gnutella	Piolet	WinMX
Cabos	iMesh	Qbittorrent	Winny
DC++	Kazaa	RShare	Wuala
eDonkey2000	Kazaa Lite	Share	µTorrent
eMule	KCeasy	Shareaza	
ExoSee	KTorrent	Soulseek	