

## **Terms and Conditions of the Replacement Part and Unit**

Under the warranty replacement program, PCW use the following guidelines in determining and providing a replacement unit or part to its customers.

PCW Technical Support Department (TSD) will try its best to provide customers with a new replacement part or unit. In some rare case, such option is not possible due to varies reasons. PCW will provide a certified pre-owned part or unit to its customer. The certified pre-owned parts has been thoroughly test to meet or exceed PCW quality standards. If a pre-owned replacement part or unit is not available, PCW TSD will provide a suitable substitute replacement part or unit to its customers. The suitable substitute part or unit will meet or exceed the original part or unit's functional specifications. It is PCW's goal to provide the best service and support to its customers.