

## Terms and Conditions

Terms are "due on receipt" unless previous arrangements have been made. After 10 days past the invoice date, there will be a 2% or \$10.00 late charge, whichever is greater. There will be a 2% per month finance charge applied to all outstanding balances thereafter.

**Under no circumstances will Sonora Communications, Inc. be responsible for loss of data or business revenue due to loss of data. It is the responsibility of the end user to have adequate backups of all data.**

## Warranty

Complete computer systems are warranted for one year unless otherwise arranged at the time of sale. Used computer systems, upgraded computer systems or parts installed in upgraded systems are warranted for 30 days from the date of delivery.

Manufacturer warranties frequently apply for much longer periods of time. Complying with manufacturer warranties and shipping costs are the responsibility of the end user (customer) after the Sonora Communications, Inc. warranty expires.

**Sonora Communications, Inc. will be responsible for the following under "System Warranty":**

1. Diagnosis of hardware failure in our shop.
2. Removal and replacement of faulty hardware components, determined by us to have failed under normal use, with the same or equivalent hardware components at our discretion.
3. Components under the Original Equipment Manufacturer warranty will be repaired or replaced by the OEM. Sonora Communications will reinstall the repaired or replaced items when returned from the OEM.
4. If re installation of the operating system is necessary i.e. (Windows, Linux, etc.) Sonora Communications will reinstall the operating system only if all drivers and licenses are provided by the end user.

**The end user will be responsible for the following under "System Warranty":**

1. Delivery and pickup of system under warranty to Sonora Communications, Inc. facility for diagnosis and repair.
2. On-site diagnosis and repair will be subject to normal service charges.
3. The end user will provide drivers and licenses originally included with the system.
4. All software installation and configuration will be the responsibility of the end user.
5. Problems diagnosed as being software configuration or software compatibility issues will be subject to normal service charges.

# Privacy Policy

The privacy of our web site visitors is important to us.

At Sonora Communications, Inc., we recognize that privacy of your personal information is important. Here is information on what types of personal information we receive and collect when you use visit Sonora Communications, Inc., and how we safeguard your information. We never sell your personal information to third parties.

## Log Files

As with most other websites, we collect and use the data contained in log files. The information in the log files include your IP (Internet protocol) address, your ISP (Internet service provider, such as AOL or Shaw Cable), the browser you used to visit our site (such as Internet Explorer or Firefox), the time you visited our site and which pages you visited throughout our site.

## Cookies and Web Beacons

We do use cookies to store information, such as your personal preferences when you visit our site. This could include only showing you a popup once in your visit, or the ability to login to some of our features, such as forums.

We also use third party advertisements to support our site. Some of these advertisers may use technology such as cookies and web beacons when they advertise on our site, which will also send these advertisers (such as Google through the Google AdSense program) information including your IP address, your ISP, the browser you used to visit our site, and in some cases, whether you have Flash installed. This is generally used for geotargeting purposes (showing New York real estate ads to someone in New York, for example) or showing certain ads based on specific sites visited (such as showing cooking ads to someone who frequents cooking sites).

You can choose to disable or selectively turn off our cookies or third-party cookies in your browser settings, or by managing preferences in programs such as Norton Internet Security. However, this can affect how you are able to interact with our site as well as other websites. This could include the inability to login to services or programs, such as logging into forums or accounts.

# Returns and Refunds Policy

We offer 100% refunds on products returned in their original packaging in unopened condition within three days of delivery, except on special-order items. We may, at our discretion, offer a refund on special-order items with a restocking fee.

We offer 100% refunds on DSL Internet access service less setup charges within 3 days of delivery.