Apex Evolution Product Warranty – UCL Laptops

In the event of any defective or faulty goods please contact us as soon as possible with your name and the Serial Number of your laptop.

The dedicated team can be contacted on 03332420543 or insight@apexevolution.co.uk

The team can diagnose and resolve a number of issues over the phone without the need to return goods.

If a return is necessary, then the team will take the relevant details and arrange for a device swap out.

The warranty covers the hardware of the unit and does not include software. The warranty does not cover any problems which arise through misuse or accidental damage.

**Covered under warranty**

Keyboard, Battery for 6 months, SSD, Screen Back light or dead Pixels in a cluster of more then 6 Pixels grouped together, Internal component failures

**Not covered under warranty**

Keyboards due to liquid damage, Software, Accidental Damage, User data – files or personal.

Please note that Apex Evolution take no responsibility for the data on the laptop, it is the responsibility of the end user to ensure all data is backed up and/or wiped off the machine before it is collected by the courier.