

Technology Support Services (TSS)

Gateway/MPC Warranty Repairs Policy and Procedure

Date: January 21, 2009

Purpose:

The purpose of this policy and procedure is to address the processing of any repairs requiring the replacement of defective parts on Gateway computers still under warranty. Under normal circumstances these repairs and part replacements would be reimbursed to George Mason University by Gateway/MPC Corporation. However, the Virginia Information Technology Agency (VITA) was informed by a Gateway/MPC representative that all sales operations ceased on December 29, 2008. Gateway/MPC provided two companies as contacts for spare parts as needed for their computers. These companies are not affiliated with Gateway/MPC and customers will have to pay these companies directly for the parts.

Policy and Procedure:

TSS policy is to charge the customer for any part replacement on equipment that is no longer under warranty. To address the current Gateway/MPC situation the following procedure will be followed when repairing and replacing defective parts for documentation and reimbursement.

- TSS will attempt to verify that the equipment is under warranty by checking the following sites:
 - www.mundocorp.com
 - www.skyline-eng.com
- If warranty information cannot be verified the following Gateway models will be considered still under warranty: E4300 and higher.
- If the equipment is determined to be under warranty the repairs and their cost will be documented by TSS Logistics and provided to ITU Finance.
- The cost of the replacement part(s) will be charged temporarily to TSS until an appropriate alternative is identified for cost recovery.

Summary:

TSS will make every effort to verify warranty coverage for Gateway equipment. The documented repairs and costs for Gateway equipment will be maintained by TSS Logistics and ITU Finance for use in any future reimbursement scenarios that may result from the Gateway/MPC bankruptcy.