

Company Profile

The logo for Headon Systems International. The word "headon" is written in a stylized, 3D-effect font. The letters "h", "e", "a", "d", and "n" are grey with a white outline and a slight shadow. The letter "o" is orange with a white outline and a slight shadow. The "o" is composed of several small squares, giving it a digital or pixelated appearance.

headon

To the future

ISO 9001:2000 Certified

HEADON SYSTEMS INTERNATIONAL

45 P Gulberg-II Lahore

www.headon.com.pk

Table of Contents

• Table of Contents	02
• Our Mission & Vision	03
• Our Quality Policy	04
• CEO Message Board	05
• Our Organization	06
➤ Operational Staff	07
➤ Our Consultants	08
• Company Introduction	09
• Our History	10
• Our Business Partners	11
• Our Product Line	12
• Our Commitment	13
• Customer Satisfaction Policy	14

Our Mission

We aim to provide products and services responsive to our customers' expectations, through high quality and continuous improvement. We will devote ourselves to recognize Headon as a leading name in ICT Industry.

Our Vision

Our technology vision is to professionally extend the efficiency of enterprises and individuals through Headon.

*Atif Khalil
(Chief Executive)*

Quality Policy

Customer Focused

- *Satisfy our customers' needs and expectations*
- *Meet all commitments to customers on time*

Performance Driven

- *Verify that our products, solutions and services meet agreed requirements.*
- *Monitor, benchmark and continuously improve our business, products and services, organization and employees' performance*

Atif Khalil
(Chief Executive)

Company Philosophy

- ❖ *Research & development of new & innovative products & solutions packed with quality services*
- ❖ *Meet or exceed our customer's requirements*
- ❖ *No compromise on quality of products & services*
- ❖ *Focus on Total Quality Management*
- ❖ *Focus on training at all levels & believe on team work.*
- ❖ *Continuous improvement in operating procedures.*
- ❖ *Believe in long term associations and fulfillment of commitments.*
- ❖ *Honest, ethical & transparent in our dealings*

*Atif Khalil
(Chief Executive)*

Our Organization

Operational staff

Marketing & Sales

Name	Designation
➤ Mr. Tanveer Naqvi	Manager Sales & Marketing
➤ Mr. Amir Ashfaq	Sales Executive
➤ Miss Qubra Jabien	Sales Executive

Customer Support Department

Customer Support

➤ Muhammad Shafiq	Manager CSD
-------------------	-------------

Assembly Line

➤ Mr. Zaheer Ahmed Maher	Lab Incharge
➤ Mr. Adil Iqbal	Lab Assistant
➤ Mr. Amir Rasheed	Trainee

Repair & Maintenance

➤ Mr. Asif Butt	Sr. Engineer Hardware
➤ Mr. Suleman Ahmed	Trainee

General Administration

➤ Mr. Khalil Ahmad	Manager Admin
➤ Muhammad Siddique	Security Guard
➤ Muhammad Riaz	Office Boy
➤ Mr. Amir Rasheed	Delivery Boy

Accounts & Store Department

➤ Muhammad Asif Ali	Accounts Officer
➤ Hafiz Muhammad Waqas	Junior Accounts Officer

Our Consultants

TAX/Financial Consultant:

Mr. Irfan Illyas
Illyas Saeed & Company (Chartered Accountant)

Legal Advisor:

Mr. Imran Alvi
(Imtiaz Siddiqui Law associates)

Advertising Agency:

Mr. Qasim Rana
(BTL Communications)

Our Banks:

United Bank Ltd
Bank Alfalah

Main Office: 45 P Gulberg-II Lahore.



Tel: (042), 5761004, 5711173-4, Fax: 92-42- 5714628

Official Web: <http://www.headon.com.pk> E-Mail: info@headon.com.pk

COMPANY INTRODUCTION

PROFILE

Headon Systems International is an ICT products and integrated solutions provider in the country that conduct the designing, development of IT solutions and assembling and supply of Branded systems with Licensed Operating systems, IP Telephony, wireless Communications, Mass Media, UPS, Antivirus / Security and Office automation solutions.

Headon System International is an organization equipped with latest technology and skilled staff with a background experience of more then a decade. We are committed to providing our client with the latest technology solutions. **Headon** Systems International is dealing in IT, communications & Power solutions come with local support, and fast services, delivered at competitive prices.

Our wide product range is including Entry level and Professional Servers, desktop series, Mobile Notebooks, Networking solutions, IP Telephony products, Anti virus solutions, licensed software's and power solutions such as UPS with short and long backups.

Headon Systems International is an **ISO 9001:2000 Certified** leading provider of Information and communication solutions.

In May 2007, Headon Systems International is registered to the ISO 9001 standard by International Industrial Certification (IIC) Body, a leading international ISO 9001:2000 consulting and audit firm. By earning ISO 9001:2000 registration or certification, Headon Systems International, affirms its commitment to a quality management system dedicated to delivering information of consistently high quality — quality that is paramount — to our many, varied clients with global interests.

On the other hand, **Headon** Systems International is a solution provider and consultants to design, develop, implementation and training of local area network, wide area network, wireless storage, printing and multimedia solutions.

Headon Systems International is incorporated in April 2007 with more then a ten years of professional experience background and served hundreds of corporate clients and entities. We are established as a professional IT advisor and consultant in Pakistan related to all area of company operations & related to IT & Communications solutions provider for all kind of companies, firms, and local bodies, Government and other individuals or associations.

We are providing the IT solutions to our customers with maximum quality and commitments. We are following all International standards to provide a quality infrastructure with maximum value to our customers.

Headon Systems International is certified as Genuine Intel Dealer (**GID**). Intel GID gives us access to the latest Intel technology as well as the Intel stamp of legitimacy.

Headon Systems International is also associated with many of the world's known IT companies/associations with the aim to seek latest technology and provide quality custom solutions to its clients whether they are corporate or end users.

Our Team is highly professional and dedicated. We pride ourselves in our long lasting relationships with clients, very supportive after sales services, timely warranty replacements and laboratory repair works. Our aim is to provide you with uncompromising quality branded systems with maximum affordability.

Due to our highly customer valued services, we have a largest clientage which includes major corporate and industries whether it be for utilization in government agencies or corporate banks requiring essential and dependable country wide networking, universities or schools, for nation wide business or local business enterprises, for video production houses or advertising agencies, small sized business solutions or end users satisfactions, Headon systems hold the keys to this millennium's information technology solutions for Pakistan.

Our **company objective** is 'to be the most reliable and quality ICT & Power equipments and solution provider in the nation', a place where you get equipped and up-to-dated your technology for the growth of your business.

We strive for excellence and superiority in our service provided. Together with our Technical and Marketing sales force, we are your perfect partners in this modern era of technology. Our aim is to educate you and provide technical excellence in the field of information technology.

We also strive to lead in the invention and development of the industry's most advanced information technologies.

The doors of the information age are open.... let's share with us to help you and to grow your business with us. We translate these advanced technologies into value for our customers through our professional solutions and services.

HEADON.....Technology leads you to the Future!

Our History

Company Background











The Company in the name and style of Innovative Management is a sole proprietorship of Mr. Atif Khalil, who by profession is an MBA, specialization in marketing from IBA, University of the Punjab and also has MIS, a post graduate diploma in computerized management system.

Headon Systems International is the leading company in Pakistan providing ICT & Power solutions in Pakistan. Behind Headon Systems, Our subsidiary company **Innovative Management** was facilitating its client through providing quality products and services from a decade. Innovative Management was formed in 1994, with a vision to meet the requirements of Information Technology of the future. It has planned out new objectives and directions to face the challenges of 21st century.

With the help of highly professional, skilled, certified and well experience team, we are capable to provide **Total Solutions** to large corporations. Furthermore, the company also provides quality **hardware repair/maintenance services, computer, UPS** and Telecom accessories / peripherals with complete customer satisfaction.

Company's slogan is *Share Our High-tech Service* that shows that if the customer has any problem, he can share our technical expertise and solve his problems at affordable costs. The problem could be of hardware or software (applications). Innovative Management provides full range of support to the customer in all these sectors.

A more detailed list of our clients includes:

-  Government Offices
-  Television Channels
-  Advertising agencies
-  Banks
-  Educational Institutions
-  Animators
-  High-End Users
-  Home Users
-  Computer dealers
-  System Integrators









Financial Position / Turnover

Financially sound, our company offers stability and long lasting relationships in what can be sometimes a turbulent local and global market. Working with the best banks in the country, we provide unparalleled strength in the ICT, Antivirus/ Security & Power solutions market in the country.

Our Business Partners

Our corporate philosophy is developing strong business relationships with our business partners. Today, we embrace our Business Partners and are proud to be a prestigious organization that provides IT solutions at all levels"

Our Business Partners	
	Enterprise partner
	SME Partners
	Registered Business Partner
	Registered Partner
	SMB Partners
	Authorized Channel Partner
	Authorized Channel Partner

	Associate Membership #10357468
	Dealer
	Dealer
	Dealer
	Authorized Channel Partner
	Authorized Re-sellers
 Panda Anti Virus	Authorized Reseller
	Authorized Reseller

OUR PRODUCT LINE:



COMPUTERS

- Workstations, Notebooks, Servers

Multimedia Workstations

- High end Graphics, Animation & NLE

Printers

- Hp Laser, Plotters & network printers



NETWORK SOLUTIONS

- IP Telephony & Call Centre Solutions
- Power Solutions (Imported UPS with short & Long Backups)
- Licensing
- Anti-Virus / Security Solutions

- Maintenance Contracts

Our Commitments

- Customer success.
- Providing Best solutions to our Customers'.
- Delivering highest quality, products and solutions
- Providing outstanding customer service and support
- Building and sustaining a solid, confident and trusting relationship with our clients.
- Maintaining highest level of integrity and work ethic in our organization.

We commit to our supplier of goods and services:

- Our unwavering adherence to conducting business transactions with integrity, fairness and professionalism.
- Our continuous assistance in improving the quality of our branded systems, solutions and services.

We commit to our customers:

- Our uncompromising quest to meet their real needs.
- Our uncompromising struggle for excellence in meeting their expectations.

We commit to employees of Headon:

- Our prestigious institution of better and more comprehensive programs that allow for total personal development.
- Our constant search for more effective ways to foster teamwork and employee participation to attain higher levels of productivity, quality and equality.

Headon Customer Satisfaction Policy

Headon Systems International is committed to being a world-class IT organization by focusing on customer satisfaction through providing custom configured Quality Branded systems at competitive prices. That means customers are a major focus for Headon's leadership team, as well as for every Headon's employee.

Headon Systems International is committed to anticipating customers' needs and to meeting those with the highest quality products and services in the timeframe and manner required. Headon systems is also committed to continuously improving customer satisfaction through processes and programs that enable every Headon systems associate to get the job done correctly for customers, on the first try.

At Headon Systems International, customer satisfaction is measured by both formal (customer satisfaction surveys) and informal (customer dialogues, meetings, etc.) feedback mechanisms to continually gauge the customer experience.

Customer support Managers in Headon Systems International. Strive to address customer-identified issues quickly. With this focus, we continue to evolve our business and to make significant improvements in overall customer satisfaction.

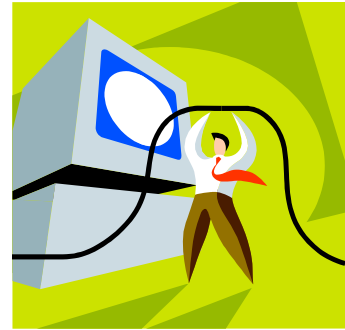
We would like your 100% Satisfaction with your purchases from Headon Systems International by offering ICT & Power solutions at great prices and, most importantly, excellent customer service with unwavering commitment to quality. We always welcome your comments and inquiries.

Headon Systems International's customer support policy is to not just make our clients satisfied only, but to make them happy due to our quality services and on-time delivery strategy.

Technical Support & Other Services

HEADON's Support Capability and Policy

HEADON maintains service workshops in Lahore; this repair facility is well equipped with all latest tools, gadgets, reference manuals and supplies needed for maintenance. Our service centre has a staff of Customer Engineers for maintenance of hardware, and Systems Support Engineers for dealing with software problems. These engineers not only take refresher courses locally but are also sent abroad for specialized hands-on trainings in error detection, repair, operation and product upgrades.



Response Time

Guaranteed response time for intra-city calls is two hours from reception of call.

Machine Down-Time



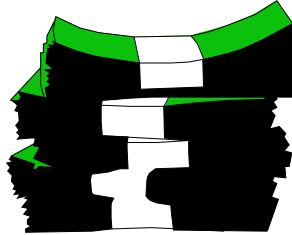
Recognizing the fact that machine downtime is a serious concern for any organization that already has computers or is beginning to install them, HEADON endeavors to restore 100% functionality within minimum time possible. Its target downtime of CPUs and System Disks is between 6-8 hours from the time of reporting of the fault, with an allowance of two hours for door to door travel within the city (within a 30 Km radius). For remote sites, (i.e. those beyond a 100 Km radius from the nearest support office) downtime is subject to factors governing viable means of transportation.

Setup and Installation

Set up and installation of the equipment is free of charge at the customer's site of choice.

Maintenance Rates

Maintenance rates are subject to the nature of the contract drawn between the customer and HEADON. Yearly formulated both for ensure uninterrupted work prompt availability of contract are determined by equipment.



Yearly maintenance contracts are hardware and software to through adequate and supplies. Rates for the yearly the quantity of the

In the event that no maintenance contract is signed between a customer and HEADON, maintenance charges are determined on the following basis:

1. Per Call Maintenance Rates

Per call on-site maintenance rates depend on the nature of the maintenance contract signed with the customer, and therefore vary from client to client. In the case of remote sites as defined above, charges for board and lodging are payable by the customer at actual.

2. Depot-Service Maintenance Rates

Charges for service at HEADON centre are 50 % of per call rates. Carriage to and from HEADON's service depot is then the customers responsibility.

Types of Contracts Offered By HEADON

Regular Maintenance Contract

This contract is offered on a yearly basis to customers at a reasonable percentage of the hardware value. The contract covers costs for:



1. Preventive/Corrective Maintenance

HEADON's engineers are on call during working hours to respond to clients requiring corrective maintenance. Additionally, this contract entitles a client to regular preventive maintenance of equipment covered in the contract.

2. Back-Up Equipment

Back-ups are maintained for all crucial equipment, and provided to the customer when equipment repair cannot be completed within the time specified earlier. This Backup equipment remains at the customer's site till the original is returned in fully operational condition.

3. Inventory of Spares

An adequate inventory of spares and supplies is maintained by all centers, and is used to repair customer equipment when required.

Service Contract

This contract is offered on a yearly basis to customers at a percentage of either the total hardware cost or the applicable regular maintenance contract cost. Under this contract, only preventive/corrective maintenance service is provided, and the customer bears the cost of spares if a replacement is warranted.

Training

HEADON provides free operational training in the usage of hardware and system software to two persons per workstation. The total duration for this training does not exceed 10 working hours



Networking

HEADON's Experience at Networking

We at HEADON realize that the future of the "stand alone" PC is the LAN (Local Area Network), and that the ultimate future of the LAN is the WAN (Wide Area Network). More and more organizations, large and small, are now installing local area networks, mainly to help with resource sharing and to capitalize on the e-mail, intranet, extranet and the internet facility offered by such networks. This present trend towards growth, and the potential in this segment for the future, is why HEADON has been offering network installation and support services to its clients since last one decade.



The variety of LANs installed by HEADON to-date includes the following topologies:

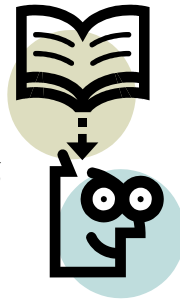
LAN & WAN Networking
Bus 10Base2
Star/Tree 10/100BaseTX
Wi-Fi 802.11b/g & 1000SX

These topologies are operating on different platforms such as:

UNIX
Novell Netware
Linux
Windows NT4 / 2000 / XP-Pro

LAN support offered by HEADON to each customer includes the following jobs:

1. Study of the target building's requirements, in order to
2. Physical installation of Hubs, Repeaters, Routers,
3. Installation of the LAN operating from a variety of platforms.
4. Structured and customized operating system for proper customer.
5. User level training on the LAN and on LAN-based applications.
6. Administrative level training on the LAN.
7. Hardware and software support, based on the maintenance contract (if any).



structure and the customer's data propose proper cabling topology. structural cabling, consisting of Gateways and Bridges as necessary. system chosen by the customer

configuration of the LAN operation as required by the

Our Policies

Our Commitments

- Customer success.
- Providing Best solutions to the Customers'.
- Delivering highest quality, products and solutions
- Providing outstanding customer service and support
- Building and sustaining a solid, confident and trusting relationship with our clients.
- Maintaining highest level of integrity and work ethic in our organization.

We commit to our supplier of goods and services:

- Our unwavering adherence to conducting business transactions with integrity, fairness and professionalism.
- Our continuous assistance in improving the quality of our branded systems, solutions and services.

We commit to our customers:

- Our uncompromising quest to meet their real needs.
- Our uncompromising struggle for excellence in meeting their expectations.

We commit to employees of Headon:

- Our prestigious institution of better and more comprehensive programs that allow for total personal development.
- Our constant search for more effective ways to foster teamwork and employee participation to attain higher levels of productivity, quality and equality.

Headon Customer Satisfaction Policy

Headon Systems International is committed to being a world-class IT organization by focusing on customer satisfaction through providing custom configured Quality Branded systems at competitive prices. That means customers are a major focus for Headon's leadership team, as well as for every Headon's employee.

Headon Systems International is committed to anticipating customers' needs and to meeting those with the highest quality products and services in the timeframe and manner required. Headon systems is also committed to continuously improving customer satisfaction through processes and programs that enable every Headon Systems associate to get the job done correctly for customers, on the first try.

At Headon Systems, customer satisfaction is measured by both formal (customer satisfaction surveys) and informal (customer dialogues, meetings, etc.) feedback mechanisms to continually gauge the customer experience.

Customer support Managers in Headon systems International. Strive to address customer-identified issues quickly. With this focus, we continue to evolve our business and to make significant improvements in overall customer satisfaction.

We would like your 100% Satisfaction with your purchases from Headon Systems International. by offering quality Branded systems at great prices and, most importantly, excellent customer service with unwavering commitment to quality. We always welcome your comments and inquiries.

Headon's customer support policy is to not just make our clients satisfied only, but to make them happy due to our quality services and on-time delivery strategy.

Headon Warranty Policy

HEADON HARDWARE LIMITED WARRANTY

General

This Headon hardware Limited Warranty gives you, the customer, express limited warranty rights from HEADON, the manufacturer. Please refer to HEADON Web site for an extensive description of your limited warranty entitlements. In addition, you may also have other legal rights under applicable local law or special written agreement with Headon.

This Headon Limited Warranty applies only to the hardware sold by Headon Systems International. Or it's authorized resellers. This warranty policy is limited to the hardware components and required firmware and does not include any software applications or programs.

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, HEADON MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED. INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HEADON EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD.

Limited Warranty Repair or Replacement

During the limited warranty period, Headon will, within a reasonable time, repair your product or replace any defective component, In the unlikely event that your HEADON Hardware has a recurring failure, Headon, at its sole discretion, may elect to provide you with a replacement unit of Headon's choosing that is the same or equivalent to your HEADON Hardware in performance. This is your exclusive remedy for defective products. Headon reserves the rights to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement upon prompt return of the hardware product to your Headon service centre. Unless otherwise stated or agreed upon in writing with Headon, all hardware components must be returned for refund with the entire central processor unit. All component parts or hardware products removed under this Limited Warranty become the property of Headon. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day Limited Warranty of the replacement part.

Proof of Purchase and Limited Warranty Period

Headon warrants that the Headon Hardware that you have purchase from Headon is free from defects in materials or workmanship under normal use during the Limited warranty period. The Limited Warranty period starts on the date of purchase from Headon. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service. You are entitled to warranty service according to the terms and condition of this document if a repair to your Headon Hardware is required within the limited warranty period.

Exclusions

Headon does not warrant that the operation of this hardware product will be uninterrupted or error-free. Headon is not responsible for damage that occurs as a result of your failure to follow the instruction that came with the Headon Hardware. This Hardware Limited Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes; (b) by operation outside the published operating specifications for the product; (c) by software, interfacing, part or supplies not supplied by Headon; (d) improper site preparation or maintenance; (e) virus infection; (f) loss or damage in transit; or (g) by modification or service by anyone other than (I) Headon; (ii) an Headon authorized service provider, or (iii) your own installation of end-user replaceable Headon or Headon approved parts if available for your product in the Headon servicing Centre, This Hardware Limited Warranty does not apply to consumable parts. This Hardware Limited Warranty extends only to the original end-user purchase or lessee of this Headon Hardware product and is not transferable to anyone who obtains ownership of the Headon Hardware product from the original end-user purchase.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURE, ALTERATION, OR LOSS OF THE DATA, BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACKUP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION, HEADON IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA, HEADON IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY HEADON WHEN THE PRODUCT IS FIRST SOLD.

Exclusive Remedy

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THIS STATEMENT CONSITIUTES THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND HEADON REGARDING THE HEADON HARDWARE YOU HAVE PURCHASE. THESE TERMS AND CONDITION SUPERSEDE ANY PRIOR AGREEMENTS OR REPRESENTATIONS-INCLUDING REPRESENTATIONS MADE IN HEADON SALES LITERATURE OR ADVISE GIVEN TO YOU BY HEADON OR AN AGENT OR EMPLOYEE OF HEADON-THAT MAY HAVE BEEN MADE IN CONNECTION WITH YOUR PURCHASE OF THE HEADON OF THE HEADON HARDWARE LIMITED WARRANTY IS VALID UNLESS IT IS MADE IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF HEADON.

Limitation of Liability

IF YOUR HEADON HARDWARE FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT, HEADON'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDDITIONS OF NORMAL USE.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HEADON BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING ANY LOST PROFITS OR SAVINGS) OR OTHER DAMAGE. HEADON IS NOT LIABLE FOR ANY CLAIM MADE BY YOU.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM, THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY CANNOT BE EFFECTIVE EVEN IF YOU HAVE ADVISED HEADON OR AN AUTHORIZED REPRESENTATIVE OF HEADON OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

Software Technical Support (Optional)

As per Microsoft Standard Warranty Terms & Conditions.

Software technical support is defined as assistance with questions and issues about the Microsoft licensed software preinstalled by Headon on the Headon Hardware or that was Included with the Headon Hardware at the time of your hardware products purchased. Technical support for software is available free for the first ninety (90) days from date of product purchase. Your date sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date. You may be required to provide proof of purchase as a condition of receiving software technical support within the first (90) days. After the first ninety days, technical support for Microsoft licensed software preinstalled by Headon on the Headon hardware or included with the Headon Hardware at the time of your purchase of the product will be available and charged on per visit basis.

HEADON DOES NOT PROVIDE SOFTWARE TECHNICAL SUPPORT FOR SOFTWARE OTHER THEN MICROSOFT LICENSED SOFTWARE PREINSTALLED BY HEADON ON THE HEADON HARDWARE OR INCLUDED WITH THE HEADON HARDWARE AT THE OF YOUR PURCHASE OF THE PRODUCT. SOFTWARE TECHNICAL SUPPORT FOR THAT SOFTWARE WILL BE PROVIDED TO YOU THEIR RESPECTIVE VENDORS.

Headon Hardware Limited Warranty Options

THESE HEADON HARDWARE LIMITED WARRANTY ENTITLEMENTS ARE SPECIFIC TO THIS HEADON HARDWARE PRODUCT. THEY COMPLEMENT THE GENERAL HARWARE AND SOFTWARE LIMITED WARRANTY STATEMENTS FOUND ON HEADON WEBSITE AND SUPERSEDE ANY LIMITED WARRANTY TERMS (APART FROM SEPARATELY NEGOTIATED TERMS ON A SEPARATE WARRANTY FLYER) THAT MAY FOUND ONLINE OR IN ANY DOCUMENTATION OR MATERIALS CONTAINED IN THE COMPUTER PRODUCT PACKAGING.

Limited Warranty Entitlement

3-Year Limited Hardware Warranty; 3-year Labor Service; 3-Year On-Site Service*
3-Year Limited Hardware Warranty; 1-year Labor Service; 1-Year On-Site Service*
1-Year Limited Hardware Warranty; 1-year Labor Service; 1-Year On-Site Service*
1-Year Limited Hardware Warranty; 1-year labor Service; 1-Year Carry in Service*
3-Year Limited Hardware Warranty; 1-year labor Service; 1-Year Carry in Service*
3-Year Limited Hardware Warranty; 3-year labor Service; 3-Year Carry in Service*
1-Year Limited Hardware Warranty

Service where available

Headon warrants this hardware product against defects in materials and workmanship, for one (1) of the Limited Warranty Entitlements above, from the date of purchase. Please refer to the Limited Warranty Entitlement information provided at the back of this document. If you need more information on the content of these warranty entitlements as well the way to obtain these services, please refer to the Headon Warranty and Support Guide available on our Web Site www.headon.com.pk support.

Response Time

Headon will response on-site, at the customer's location, by the first or second business day following request for warranty service, based on the standard office hours. Next business Day Warranty Service is based on commercially reasonable best effort. If your location is outside of the customary service zone, response time may be longer or there may be an additional charge. Contact your local Headon service center for response time in your area.

Limited Warranty Entitlement Description

Your Headon Hardware Limited Warranty consists of repair & replacement of defective parts including all of the system components installed in your Headon product.

On-Site Service

Your Headon Hardware Limited Warranty includes on-site labor (if necessary) to repair your hardware. Headon provides on-site service during standard office hours. Standard office hours are typically 9:00Am to 5:00 PM, Monday through Saturday, but may vary with local business practices.

Headon Service Center

Carry your product to Headon Service Center for warranty repair during the standard office timing. Standard office hours are typically 9:00 AM to 5:00 PM, Monday through Saturday. To locate the nearest Headon Service Center, visit www.headon.com.pk.

Headon Replaceable Parts Program

Headon Replaceable Parts Program ships approved replacement parts directly to you fulfill your warranty. This will save considerable repair time. After you call the HeadOn Technical Support Center, a replaceable part can be sent directly to you. Once the part arrives, call the Headon Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

Headon is not responsible for, nor warrants your replacement parts or hardware product against, damage resulting from improper installation of replacement parts or the repair of your defective product by you or your designate.

What We Do with Personal Information:

The information you provide will be kept confidential and will be used to support your customer relationship with Headon. Among other things, we want to use this data to tailor your experience at our website. Unless you instruct us otherwise, we will send you information about our various product upgrades, special offers and other new products and services from Headon. That we feel may be of interest to you. Only Headon (or agents working on behalf of Headon, and under confidentiality agreements) will send you these direct mailings. If you do not want to receive such mailings, simply tell us when you give us your personal information. At any time you choose to, you could opt-out of receiving future mailings by contacting with Headon webmasters. Headon will not share your personal information to any outside organization for its use in marketing or solicitation without your consent. Your information may be shared with agents or contractors of Headon for the purpose of performing services for Headon. For example, if we need to ship something to you, we must share your name and address with a shipping company. We only provide third party agents with the minimum amount of information needed to complete the requested service or transaction.

On-Line Transaction:

Currently Headon is not providing on-line transactions.

Contacting Headon

Be sure to have the following information available before you contact Headon:

- ✓ Product serial number, model name, and model number
- ✓ Name of the purchaser and purchase date
- ✓ Applicable error message
- ✓ Add-on options
- ✓ Operating system
- ✓ Third-party hardware or software
- ✓ Detailed questions

If You Have a Problem:

- Check you have your product receipt.
- Check your Warranty Entitlement provided with your Headon Product.
- Contact Headon Support Center.