

Pack-A-Punch PCs Ltd

Warranty Document

Applies to all products sold by Pack-A-Punch PCs Ltd

Governing Law	England & Wales
Legislation	Consumer Rights Act 2015 Consumer Protection Act 1987 Sale of Goods Act 1979 (as amended)
Version	1.0 May 2026 Subject to periodic review

IMPORTANT — PLEASE READ BEFORE PURCHASING

- Pack-A-Punch PCs Ltd assembles and sells gaming PCs using components sourced from third-party manufacturers including Asus, Gigabyte, MSI, Corsair, NZXT, Lian Li, AMD, Intel, and others.
- We do not operate a separate manufacturer warranty. Component warranties are provided directly by each component's manufacturer and pass through to you as the end customer.
- We provide a 12-month labour warranty covering faults arising directly from our build process. This is separate from, and in addition to, the component manufacturer warranties.
- Your statutory rights under the Consumer Rights Act 2015 are not affected by this document.
- If you have any warranty questions before or after purchasing, contact us at PLACEHOLDER

SECTION 1 — HOW WARRANTY WORKS AT PACK-A-PUNCH PCS

When you purchase a PC from Pack-A-Punch PCs Ltd, your warranty coverage comes from two distinct sources. It is important you understand the difference between them so you know exactly who to contact and what is covered in any given situation.

Warranty Type	Provided By	Duration	What It Covers
Labour Warranty	Pack-A-Punch PCs Ltd	12 months from delivery	Faults caused directly by our build process — incorrectly seated components, poor thermal paste application, incorrect cable connections, or other errors made during assembly.

Component Warranty	Each component's manufacturer	Varies by component — see Section 2	Hardware defects, manufacturing faults, and component failures not caused by physical damage, misuse, or the customer's own actions. Warranty terms are set entirely by the manufacturer.
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These two warranties run concurrently and independently. A fault may be covered by one, both, or neither depending on its nature and when it occurs. We will always help you identify the correct warranty route for your specific situation.

SECTION 2 — COMPONENT WARRANTY PERIODS

The following table shows the typical warranty periods offered by the manufacturers of the components used in Pack-A-Punch PCs Ltd builds. These periods are provided as a general guide and indication only — they do not constitute a guarantee or contractual commitment by Pack-A-Punch PCs Ltd. Component warranties are owned, set, and administered entirely by each respective manufacturer. Pack-A-Punch PCs Ltd has no authority over manufacturer warranty terms, durations, or conditions, and cannot be held responsible for any changes manufacturers make to their warranty offerings at any time.

IMPORTANT: The periods shown below may vary by specific model, region, or purchase date. Manufacturer warranty terms can change at any time without notice to Pack-A-Punch PCs Ltd or to you. You must always verify the exact warranty period and terms for your specific component directly with the manufacturer, using the serial number recorded on your build sheet. The information below is a guide only and should not be relied upon as a definitive statement of your warranty entitlement.

Component	Typical Manufacturer Warranty	Notes
CPU (AMD Ryzen / Intel Core Ultra)	3 years	AMD and Intel both offer 3-year limited warranties on retail-boxed processors. Covers manufacturing defects. Does not cover damage from overclocking beyond rated specifications or physical damage.
GPU (Asus ROG / Gigabyte AORUS / MSI / Zotac / KFA2 / Inno3D / PNY / PowerColor / XFX / ASRock)	3 years (most manufacturers)	Most GPU manufacturers offer a 3-year limited warranty. Some models or regions may vary. Zotac, KFA2, and Inno3D may offer 2 or 3 years depending on the specific model. Always verify with the manufacturer directly.
Motherboard (Asus / Gigabyte / MSI / NZXT / ASRock)	3 years	Standard 3-year limited warranty from all major motherboard manufacturers. Covers manufacturing defects and component failure under normal use.
RAM / Memory (G.Skill / Klevv / Kingston / Patriot / ADATA / TEAMGROUP / Biwin / Silicon Power)	Limited Lifetime	Most premium RAM manufacturers offer a lifetime limited warranty. This covers the life of the original purchaser. G.Skill, Kingston Fury, and Patriot all offer lifetime warranties on their DDR5 product lines.
Storage / NVMe SSD (WD Black SN850X)	5 years	Western Digital offers a 5-year limited warranty on the WD Black SN850X range. Coverage includes manufacturing defects and early failure. Does not cover data recovery.

CPU Cooler / AIO (Corsair / NZXT / Lian Li / Thermalright / Arctic / Asus / Alphacool)	1–3 years (varies by manufacturer)	AIO cooler warranty periods vary. Corsair iCUE coolers: typically 2 years. NZXT Kraken: 2 years. Lian Li Galahad / Hydroshift: 1–2 years. Arctic Liquid Freezer: 6 years (exceptional). Thermalright: 1–2 years. Always verify with the manufacturer.
Case (HYTE / Lian Li / Phanteks / Corsair / NZXT / be quiet! / Fractal / HAVN)	1–2 years (varies)	PC case warranties cover manufacturing defects and structural faults. Most manufacturers offer 1–2 years. Pre-installed fans and lighting components may have separate or shorter warranty periods.
Power Supply (Corsair / NZXT / Lian Li / Asus ROG)	5–10 years (varies by model)	PSU warranties are among the longest in PC components. Corsair AX Titanium: 7 years. Corsair HX Platinum: 7 years. NZXT C-series: 10 years. Lian Li SX: 10 years. Asus ROG STRIX: 10 years. Always verify as these vary significantly by model and tier.
Case Fans (Corsair / NZXT / Lian Li / Asus TUF / Arctic / Thermalright / Alphacool)	1–2 years (varies)	Fan warranties are typically shorter than other components. Most manufacturers offer 1–2 years. Lian Li UNI FAN: 2 years. NZXT fans: 2 years. Corsair fans: 2 years. Arctic fans: 6 years.

SECTION 3 — HOW TO MAKE A WARRANTY CLAIM

3.1 — Labour Warranty Claims (Pack-A-Punch PCs Ltd)

If you believe a fault has been caused by our build process — for example a component is not properly seated, a fan is connected incorrectly, or thermal paste was improperly applied — contact us directly and we will resolve it at no cost to you within the 12-month labour warranty period.

1. Contact us	Email PLACEHOLDER with your order reference number, a description of the fault, and photographs or video of the issue where possible. We aim to respond within 4 business hours.
2. Diagnosis	We will assess the fault remotely where possible. If we determine it is a build error, we will arrange collection of the PC at our cost and repair it free of charge.
3. Resolution	We will repair the fault and return the PC to you. If the fault cannot be repaired, we will discuss alternative resolutions with you including replacement or refund in accordance with our Returns Policy.

3.2 — Component Manufacturer Warranty Claims

Component manufacturer warranties are held between you (the end customer) and the manufacturer directly. Pack-A-Punch PCs Ltd is not a party to these warranties and does not process manufacturer warranty claims on your behalf. However, we will always do our best to guide you through the process.

How to Claim a Component Manufacturer Warranty

- Locate the serial number of the faulty component — all serial numbers are recorded on your build sheet, which was included with your order.
- Visit the manufacturer's website and navigate to their warranty or support section. Each manufacturer has their own RMA (Return Merchandise Authorisation) process.
- Register your claim using the component serial number and your proof of purchase (your Pack-A-Punch PCs Ltd order confirmation email is sufficient).
- The manufacturer will instruct you on how to return the component. In most cases they will send a replacement directly to you.
- If you need help identifying which manufacturer to contact or finding the right support page, email us at PLACEHOLDER and we will point you in the right direction.

3.3 — Manufacturer Support Contacts (Quick Reference)

Manufacturer	Warranty / Support URL	Covers
AMD	amd.com/support	Ryzen CPUs
Intel	intel.com/content/www/us/en/support	Core Ultra CPUs
Asus (ROG / ProArt / TUF)	asus.com/support	GPUs, Motherboards, AIOs, Fans
Gigabyte / AORUS	gigabyte.com/Support	GPUs, Motherboards
MSI	msi.com/support	GPUs, Motherboards
Zotac	zotac.com/warranty	GPUs
KFA2 / Galax	galax.com/support	GPUs
Inno3D	inno3d.com/support	GPUs
PNY	pny.com/support	GPUs
PowerColor	powercolor.com/warranty	GPUs (Radeon)
XFX	xfxforce.com/support	GPUs (Radeon)
ASRock (GPU)	asrock.com/support	GPUs, Motherboards
Corsair	corsair.com/warranty	PSUs, AIOs, Fans, Cases
NZXT	nzxt.com/support	Cases, AIOs, Fans, PSUs, Motherboards
Lian Li	lian-li.com/warranty	Cases, Fans, AIOs, PSUs
Phanteks	phanteks.com/support	Cases
be quiet!	bequiet.com/support	Cases, PSUs
Fractal Design	fractal-design.com/support	Cases
Western Digital (WD Black)	support.wd.com	NVMe SSDs

G.Skill	gskill.com/support	RAM
Kingston Fury	kingston.com/support	RAM
Patriot	patriotmemory.com/support	RAM
ADATA / XPG	adata.com/support	RAM
TEAMGROUP	teamgroupinc.com/support	RAM
Klevv	klevv.com/support	RAM
Biwin	biwin.com/support	RAM
Silicon Power	silicon-power.com/support	RAM
Arctic	arctic.de/support	Fans, AIOs
Thermalright	thermalright.com/support	Fans, AIOs
Alphacool	alphacool.com/support	Fans, AIOs
HYTE	hyte.com/support	Cases
HAVN	havncase.com/support	Cases

SECTION 4 — WHAT IS NOT COVERED

The following are not covered by either the Pack-A-Punch PCs Ltd labour warranty or any component manufacturer warranty. This list applies to both warranty types unless otherwise stated.

- Physical damage caused by the customer — drops, impacts, crushing, or force applied to any component or the case.
- Liquid damage of any kind, including spillages, condensation damage, or water ingress.
- Damage caused by use with an incorrect, faulty, or inadequate power source or electrical surge.
- Components removed, replaced, or modified by the customer or any unauthorised third party after delivery.
- Damage caused by overclocking beyond the manufacturer's specified safe limits, including CPU, GPU, and RAM overclocking.
- Software faults, operating system issues, driver problems, or data loss caused by the customer's use of the system.
- Normal wear and tear of consumable or mechanical components over time, including fan bearing wear and thermal paste degradation beyond reasonable service life.
- Cosmetic damage such as scratches, scuffs, or discolouration that does not affect the function of the product.
- Faults arising from use in an environment outside the component manufacturer's specified operating conditions — for example, extreme temperatures or humidity.
- Any fault reported after the applicable warranty period has expired.
- Business customers purchasing for commercial use — statutory consumer protections and the labour warranty apply to consumer purchases only.

SECTION 5 — BUILD SHEET & SERIAL NUMBERS

Every PC sold by Pack-A-Punch PCs Ltd is accompanied by a build sheet. This document is your warranty record and should be kept safe for the lifetime of your PC.

Your Build Sheet Contains

- Your order reference number
- The full component specification of your build
- The serial number of every major component — CPU, GPU, motherboard, RAM sticks, SSD(s), PSU, and AIO cooler
- The date of build completion and QA sign-off
- The name of the technician who built and tested your PC
- The QA test results and temperature readings recorded during testing

If you have lost your build sheet, contact us at PLACEHOLDER with your order reference number and we will provide a replacement copy. Serial numbers are retained on file for all orders.

SECTION 6 — YOUR STATUTORY RIGHTS

Nothing in this warranty document affects your statutory rights under UK law. As a consumer purchasing from Pack-A-Punch PCs Ltd, you are protected by the Consumer Rights Act 2015, which provides the following rights regardless of any manufacturer or labour warranty:

Statutory Right	Timeframe	What It Means
Short-term right to reject	Within 30 days of delivery	If the product is faulty, not as described, or not fit for purpose, you are entitled to a full refund.
Right to repair or replacement	Within 6 months of delivery	If a fault emerges within 6 months, we must repair or replace the product at no cost to you.
Right to a price reduction or final right to reject	6 months to 6 years	If repair or replacement is not possible or fails, you may be entitled to a price reduction or refund.

For full details of how to exercise these rights, please refer to our Returns Policy available at packapunchpcs.co.uk/returns-policy

SECTION 7 — WARRANTY CONTACT

Enquiry Type	Contact
Labour warranty claim (build fault)	PLACEHOLDER — include your order reference, description of the fault, and photos or video where possible. We aim to respond within 4 business hours.
Help identifying which manufacturer to contact	PLACEHOLDER — we will guide you to the correct support channel.
Lost build sheet / serial numbers	PLACEHOLDER — provide your order reference and we will send a replacement copy.
General customer service	hello@packapunchpcs.co.uk

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This document is governed by the laws of England & Wales.

Pack-A-Punch PCs Ltd reserves the right to amend this document at any time. The version in force at the time of your order applies to your order. Manufacturer warranty terms are set and controlled by each respective manufacturer and may change independently of this document.