



## COMPANY POLICY

### PURPOSE

- A) To remain competitive, better serve our customers and provide our employees with the best tools to do their jobs. Compuville Systems Ltd make available to our workforce access to one or more forms of electronic media services, including but not limited to: computers, softwares, copiers, files, databases, cellular phones, email, internet and the world wide web all geared towards serving our cherish customers.
- B) Compuville Systems Ltd encourages the use of these medias and associated services because they can make communication more efficient and effective and because they are valuable source of information about suppliers, customers, technology, and new product and services. However, all employees and everyone connected to the company should remember that electronic media and services provided by the company are properties of the company and their purpose is to facilitate and support company business. All persons have the responsibility to use the company's resources in a professional, ethical and lawful manner.
- C) To ensure that all employees are responsible, the following guidelines have been established to help employees work efficiently. No Single policy can lay down rules to cover every possible situation. Instead, It is designed to express Compivilles's philosophy and set forth general principles when serving or dealing with customers.

### AUTHORIZATION

Access to the Compuville's technology resources within the sole discretion of the company. Generally, customers are given the access to the companies WIFI, beverages and screens for reviewing product's before buying. Nevertheless only customers who are buying are allowed this privilege. Additionally, customers must also complete the invoice stage of purchase before being given access to compuville's resources.

### PROHIBITED ACTIONS

1. Derogatory remarks
2. Discriminatory or Harassing
3. Obscene, sexually explicit, Pornographic, Defamatory or Threatening.

## SALES POLICY

- a. Warranty is limited to what is stated on the receipts
- b. Unless company has in writing stated international warranty is void
- c. Product can only be returned within 3 days of purchase and provided item has not being used (seal must be intact)
- d. After 3 days of purchasing any item, returning them would not guarantee refund.
- e. Ensure to take all receipt for items bought before leaving the outlet.
- f. Company is not liable for any funds wrongly transferred in an attempt to make purchase.
- g. Computers and peripheral equipment other than the purchased item may not be removed from the premise of the company.
- h. Compuville Systems Ltd. will not be held responsible for any item that was stolen under warranty. For warranty doesn't include theft.

## ADVICE

- a. When driving with laptops and accessories, they must be kept in the trunk of the car at all times. If the car has no trunk, care must be taken to keep them out of sight. Arriving at a destination, removing the laptop from the interior, and putting it in the trunk is unacceptable. Laptops should be placed in the trunk before traveling.