

Briz Builds – Terms of Service, Warranty & Return Policy

Effective date: 11/30/2025

Contact: Owner@Brizbuilds.com | +1 (945) 241-6275

1) Terms of Service (TOS)

These Terms govern all quotations, invoices, purchases, and services provided by Briz Builds. By paying an invoice, placing an order, or taking delivery of a product, you agree to these Terms.

1.1 Orders & Quotes

- Quotes are valid for 7 calendar days unless stated otherwise; pricing and availability can change at any time.
- A non-refundable deposit of up to 20% may be required to secure parts for custom builds.
- Lead times depend on part availability and testing; estimated delivery dates are not guarantees.

1.2 Payments

- Accepted: credit/debit cards, ACH, cash, or approved financing (if available).
- Final payment is due before pickup/shipment. Systems are released only after payment clears.
- Late, returned, or reversed payments may incur fees and order holds.

1.3 Cancellations & Changes

- Orders can be changed prior to purchasing of parts. After parts are purchased, changes may incur restocking or shipping fees.
- Custom builds cancelled after parts are ordered may forfeit the deposit and any non-returnable component costs.

1.4 Customer Responsibilities

- Back up your data before any service. Briz Builds is not responsible for data loss during repairs, OS installs, or upgrades.
- Provide accurate use-case information so we can recommend appropriate parts and thermal solutions.
- Use proper surge protection/UPS and a clean environment for the system. Any questions on proper care email us.

1.5 Software & Licensing

- We install only properly licensed software. License keys (e.g., Windows) are the customer's responsibility unless purchased through Briz Builds.
- Post-delivery software changes by the customer may affect stability and outside build support scope.

1.6 Overclocking & Modifications

- Overclocking, BIOS modding, or voltage changes are at your own risk and can void warranties.
- Third-party modifications after delivery are not covered by our build support.

1.7 Shipping, Risk of Loss, Acceptance

- Title and risk of loss pass to you upon pickup or carrier acceptance. Inspect shipments immediately upon arrival.
- Report shipping damage within 48 hours and retain packaging for inspection.
- Taking delivery or signing up for pickup constitutes acceptance of the system subject to applicable warranties.

1.8 Limitation of Liability

To the fullest extent permitted by law, Briz Builds is not liable for indirect, incidental, special, or consequential damages, including lost profits or data. Our total liability shall not exceed the amount you paid for the specific product or service giving rise to the claim.

1.9 Dispute Resolution & Governing Law

- Good-faith resolution: contact Owner@Brizbuilds.com before filing claims.
- Any dispute is governed by the laws of the State of Louisiana (or the state where the invoice is issued), excluding conflicts-of-law rules.
- Small-claims court or mutually agreed arbitration may be used where permitted by law.

2) Warranty Policy

30-Day Build Support Guarantee

Every PC built by Briz Builds includes 30 days of build support to ensure your system runs smoothly. During this period, we address workmanship-related issues and assist with initial setup.

This Covers:

- Boot or startup issues
- Cable seating or installation issues
- Driver/software installation originally provided
- Early failures caused during the build
- Basic troubleshooting

What Isn't Covered:

- Customer-caused damage, misuse, or neglect
- Power surges or electrical issues (use surge protection/UPS)
- Overclocking damage or user-modified firmware
- Liquid or physical damage, spills, drops, or contamination
- Issues caused by new software installed after pickup
- Third-party repairs or modifications after delivery
- Normal wear and tear, dust buildup, or cosmetic issues
- Used/open-box part failures (manufacturer warranty applies)

Manufacturer Warranty Coverage

All new parts include their own manufacturer warranty. Manufacturer terms vary and take precedence for the covered component. We include warranty details in your packaging or via links when available.

- CPUs: ~3 years
- GPUs: ~2-3 years
- RAM: Lifetime (typical)
- SSDs: ~5 years
- Power Supplies: ~5-10 years

Assistance with Claims

Briz Builds can assist with manufacturer RMA claims during the parts, in question, warranty period. Labor cost for removal/re-installation is not included unless you have an active Support Plan.

2.1 Warranty Process (RMA)

- Email: Owner@Brizbuilds.com with your order number, serials (if available), and a description of the issue.
- We may request diagnostics (screenshots, logs, short video) and guide basic troubleshooting.
- If hardware RMA is needed, we'll determine whether it is a Briz Builds service or manufacturer's claim and provide packing/shipping guidance.
- Customer is responsible for shipping the PC/parts to us unless covered by an Extended Support Plan.
- We will test and repair/replace the faulty part and return the system. Timelines depend on the manufacturer.

3) Optional Extended Support Plans

90-Day Extended Support — \$40

- Free labor for part swaps
- Troubleshooting
- Priority response

6-Month Extended Support — \$75

- Free labor
- One cleaning (dust removal + thermal check)
- Priority response

**Free return shipping

1-Year Complete Support — \$120

- Free labor for any part replacements
- Free labor for troubleshooting or system repairs
- Software resets
- One full annual cleaning***
- Cable management refresh if requested***
- Priority response

***Free delivery and return shipping

4) Returns & Refunds Policy

Custom PCs

- Custom-built PCs are made-to-order and generally not eligible for return due to buyer's remorse.
- If a defect appears within 30 days, we will repair under the Build Support Guarantee or assist with manufacturer RMA.

Components & Peripherals

- New, unopened parts/peripherals may be returned within 14 days, subject to manufacturer rules and up to 15% restocking to cover fees/shipping where applicable.
- Opened/used components follow the manufacturer's warranty and are not returnable to Briz Builds unless defective on arrival and reported within 7 days.

Non-returnable Items

- Digital licenses/keys and software activations
- Special-order, clearance, or used/open-box items (except DOA within 7 days)
- Labor charges and on-site services

Return Authorization (RMA) Required

- Request an RMA at Owner@Brizbuilds.com before sending any item back.
- Items must include all accessories and original packaging when possible; missing items may incur fees.
- Shipments without an RMA may be refused.

5) Shipping, Pickup & Turnaround

- We ship insured with signature confirmation when applicable.
- Retain packaging until the system is confirmed working; it is needed for transport and warranty service.
- Local pickup/delivery may be available by appointment.

6) Privacy & Data Handling

- We do not access personal files beyond what is necessary to install/validate the operating system and drivers.
- Temporary test accounts/files may be created during service and then removed.
- You are responsible for maintaining backups of your data.

7) Contact & Service Area

Email: Owner@Brizbuilds.com

Service Area: Greater New Orleans & Dallas–Fort Worth (remote support available).

Customers must return the PC for service. On-site repairs are not offered unless specifically noted in your support plan.

— *End of Policy* —