

## FAQ

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Gpsystems &ldquo;Factory Direct Pricing&rdquo; FAQ:

- What is Factory Direct Pricing?

Factory direct pricing brings you the benefit of GPSystems 12 years of forging relationships with the big suppliers of laptops. It allows you to access the very lowest possible prices on all makes of laptops we offer by using GPSystems as a &ldquo;factory Outlet&rdquo;.

- How are the additional savings achieved?

GPSystems' philosophy is to bring you value by providing support for all the systems we sell (telephone support, e-mail support, as well as support for walk in clients). The &ldquo;benefit of experience&rdquo; of our staff is built into every system we sell. Your problems are quickly and effectively resolved by having GPSystems handle this aspect of your computer systems.

With Factory Direct Pricing, we allow those who do not require this value added feature to buy laptops as if they were dealing directly with the factory. All the support options for your product is deal with from you directly to the factory. The lower cost to GPSystems is passed directly on to YOU (as much as %8 on most laptops).

- What are my service options if I run into problems?

All laptops come with manufacturers warranties. The particulars of any laptop depends on the product and manufacturer. If you need to exercise a manufacturer warranty you must contact the manufacturer directly (usually via a WEB page) and obtain an RMA (return manufacturer authorization) number. Then you ship the laptop to the manufacturer and repair/replacement proceeds according to their return/repair policy.

Of course GPSystems, in trying to provide value to their clients, will always be available to provide pay-as-you-go service at regular shop rates.

