



7510 Whitepine Road • Richmond • Virginia • 23237
800.303.7866 • 804.897.6166 • 804.897.4777-fax
www.overdrivepc.com

OWNER'S GUIDE

Congratulations and Welcome to Overdrive PC™

We know you are excited about your purchase and want to get your new computer up and running as soon as possible. However, please take a few minutes to read over the following unpacking, set-up and installation guidelines. The extra minutes will help to ensure an enhanced computing experience.

SHIPPING DAMAGE

At Overdrive PC™ we put a lot of care and thought into the design of our packaging methods to help ensure safe arrival of your new computer system. However, since shipping damage can still occur, please read the following:

- First inspect the outer box for any damage such as water, crushed sides or corners, and deep holes.
- If there is any damage:

In the event of shipping damage, Overdrive PC can build you a new system or fix the system (under the coverage of insurance and then wait for the claim to go through). For this to happen, the following must be done:

Shipping damage must be reported to the carrier immediately for insurance claims.

- FedEx 1.800.463.3339
- UPS 1.800.742.5877

- ? Please photograph the box as you unpack it and show damage.
- ? Check interior box for damage (photograph if damaged).
- ? Check the computer itself for any visible damage (photograph if damaged).

UNPACKING/PACKING

Receiving and/or Return (RMA):

The following explains proper unpacking methods as well as how to handle shipping damage, returns and RMA's. **Make sure you keep the packaging your new OPC came in. It will be needed in case you have to ship the computer back for upgrades or repair.**

- Proper unpacking is very important to avoid causing any damage to your new computer.
 1. Make sure that the side of the box with the shipping label is facing up.