



HOW TO OBTAIN INTERNATIONAL ULTRACARE IN NORTH AMERICA

NEC International UltraCare in North America is available to any person who has purchased an NEC Versa laptop with an International UltraCare warranty.

If you are in North America and need service, please call NEC at 916-636-5785 (8am - 5pm PST).

The technician will troubleshoot the computer with you, determine what needs to be serviced, and determine the appropriate service options.

If there is a question about the warranty, NEC will contact the country of purchase to validate and that may cause a delay of a day or two in service.

NEC will require that you send the machine, power cord; any external drives and restore CD along with the machine to our repair center in either the United States or Canada. NEC will repair the machine under warranty for any defects in workmanship and manufacturing and return the unit to you via Airborne Express.

If there is user damage to the unit, there will be charges due for labor and shipping whether or not a repair is done. There will also be charges for parts if NEC does the repair.

Please contact Technical Support at 916-636-5785 (8am - 5pm PST) if you have any questions.