

PREMIER SUPPORT

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FREE One-Time Windows 10 Installation Support

See inside for instructions on how to get your free Windows 10 upgrade. Use this certificate should you have any issues with your upgrade installation and wish to contact DeviceAdvice Premier Support for assistance. (Note that Microsoft also provides technical support for this installation and can be reached at (800) 642-7676 M – F 8:00AM – 12:00AM EST, and 9:00AM – 6:00PM Sat. - Sun.)



Part #: 70126



**PC
TREASURES, LLC**

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FREE ONE-TIME Activation Code:

Having Trouble Installing Your Windows 10 Upgrade?

Use the **Activation Code** above for one-time installation help from our experienced Premier Support Technician.

For fast help with your installation, visit www.mydeviceadvice.com/support and fill in the fields to begin a Live Chat session.

NOTE: This will be the fastest and easiest way to get HELP. If you call us by phone, we will need to route you through a chat session in order to assist you.

You can also call Toll Free 24/7 (844) 834-0044 for installation support via phone. Please use this contact method if you do not have access to join a Live Chat session.

Terms and Conditions - Customers of this Premier Support product will receive English-only technical support to assist customer on a one-time only basis to install the Windows 10 Operating System on their computer. Assistance will be rendered primarily via a Live Remote Session so a technician can assist and interactively participate in the installation process. Phone support is available in the event that the technician is unable to remotely connect to your PC. Most service will be completed through a remote connection to expedite your service and maintain service levels for other customers. When possible a technician may schedule long installs or break up complicated procedures into smaller sessions to better serve you. Depending on Internet connectivity, new and unused computers should process the upgrade much faster than older computers that my encounter driver issues and storage issues for large data files. Technicians do not service or support hardware or hardware issues. For any hardware issues, please refer to your PC manufacturer's warranty policy. Company may make revision to these Terms and Conditions and its policies relating to service without notice. Customer acknowledges that technicians may not be able to resolve all issues customer may have and may refer customer to Microsoft directly to resolve the issue.

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Get the Best Windows Ever

Windows 10 will be made available on July 29th. Follow these steps to reserve your free Windows 10 upgrade:

Here's How:

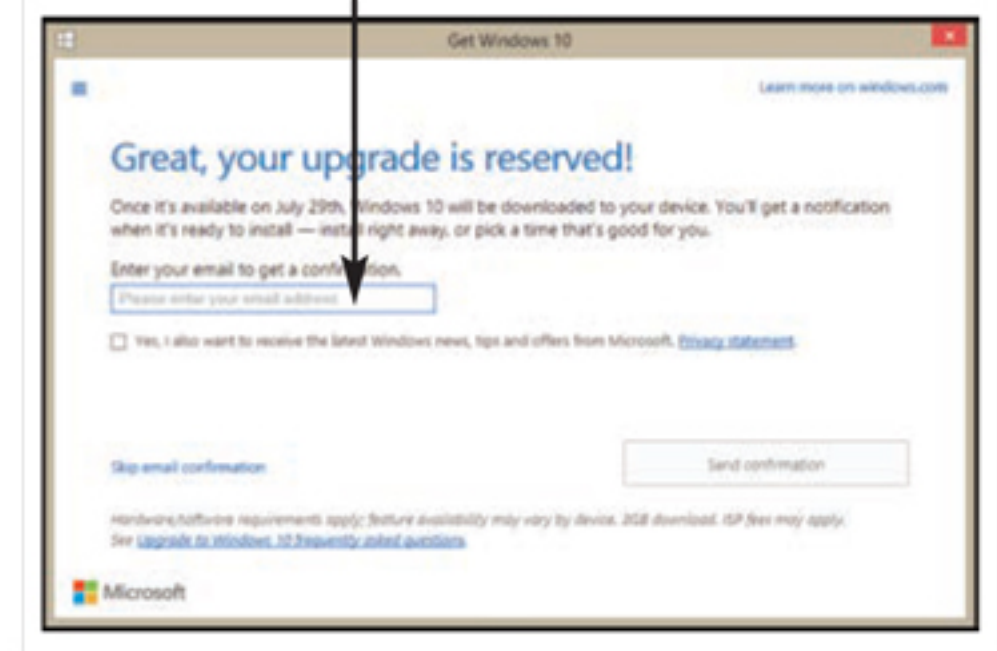
1. Click on the Get Windows 10 App Icon located at the bottom right of your screen.



2. Click "Reserve your free upgrade" in the app window.



3. Enter your email if you want a confirmation of this reservation and want a notification when the download is complete and Windows 10 is ready to install.



4. You'll get a notification after July 29, 2015 once Windows 10 is downloaded to your device. Install it right away or pick a time that's good for you.
5. Enjoy! All of your files, images and documents will be preserved during the installation.

FAQ

What are basic facts of the Windows 10 upgrade?

-Microsoft is making Windows 10 available for qualified Windows 7 and Windows 8.1 devices starting July 29, 2015. You can reserve your upgrade now.

How long does it take to install the upgrade?

-Plan for at least an hour, depending on your Internet speed. Newer devices may only take 20 minutes, and older devices may take more than an hour.
-You will need to download the installation files before you begin. If you reserve, Microsoft will take care of downloading these files for you and let you know when you are ready to get started.

Who do I contact if I have difficulty with installation?

-Call Microsoft at (800) 642-7676, 5am-9pm PST, M-F, 6am-3pm PST, Sat.-Sun.
or
-See back panel for contact information for a Premier Support technician.

Should I back-up my files before Upgrading to Windows 10?

-Creating a back-up for your files is always a good idea.

Why don't I have the *Get Windows 10* App?

-If you don't see the Get Windows 10 app on your PC, it might be because:

1. Your device isn't up-to-date with at least Windows 7 SP1 or Windows 8.1 Update.
2. Windows Update is turned off or is not set to receive updates automatically. Click START then select or type in "Windows Update".
3. You've blocked or uninstalled the necessary Windows Update functionality.
4. Your device is not running genuine Windows.

Running Windows Update and installing any available updates will fix the first three issues. Need more help? Go to Microsoft's Windows Community Forum.

SEE BACK FOR ACCESS TO FREE ONE-TIME INSTALLATION SUPPORT IF YOU NEED IT.