

## Sound advice about purchase of EDP equipment

Among these are descriptions of some of the considerations to take before investing in EDP-equipment. The list will be able to protect you from most uncomfortable surprises, but yet one will probably find that there is something that has not been taken into account. There is no guarantee that the list is exhaustive and that it can't go wrong anyway, as the complexity of EDP equipment is considerable. Happy reading.

See also the list of advice "Purchase of mobile phones and Internet access"

### Before purchase:

Get background knowledge on the article that is being bought

Describe needs and wishes on the equipment

Research the market for:

- Comparable equipment
- Prices
- Suppliers
- Support, service, and other help functions and conditions

Avoid unknown makes

Make a requirement specification based on the above written points

Expect that the sales assistant's knowledge of the equipment is limited

Expect that possible offered insurance arrangements are rarely worthwhile

Choose supplier

Possibly get references

Obtain offers (max. 2)

Have specified which programs and documentation is delivered with the equipment

Avoid equipment with many already installed programs. (They are rarely fully installed)

Only make written deals here under changes in the composition or later delivery.

### After purchase:

Check the equipment for possibly transport damages (if one has not transported it oneself)

Check if there are supplied disks, CD-ROM containing the specified programs (controlsystem, drivers etc.)

Check that the delivered documentation is complete and in Danish (legal provision with the Danish Consumer Counsel)

Check the system composition, if conflicts or warnings appear) do the following:

- Avoid installing new programs
- Contact the dealer and demand a correct and flawless installation without further expense
- Delay possible payments until the equipment is working flawlessly
- Do not accept defects or outlets unless there has been given financial compensation for these.
- Have written communication with the dealer

Under all circumstances make a back-up copy of the delivered installation before other programs are installed – later the safety copy can be used to document the dealer's original installation and reform this if anything should go wrong.