

WARRANTY POLICY

SHIPPING

UPS is the standard carrier for most shipments (Delivery within 1 to 5 working days.) We reserve the right to ship certain products by air Shipping and handling charges are added to the product quoted price.

CLAIMS

Claims for the loss or for visible or hidden damage in shipment are the responsibility of the customer and must be made to the freight carrier immediately. You must ask for a prompt and thorough inspection by the carrier to insure that claims are approved. We will provide any assistance required in claim processing. **CLAIMS FOR SHORTAGES MUST BE MADE TO US WITHIN FIVE (5) WORKING DAYS OF RECEIPT OF SHIPMENT.**

BACK ORDERS

All orders for items not in stock will be back ordered. Your sales representative will be able to keep you apprised of the status of your merchandise. We do not contact the customer prior to shipment; therefore your sales representative must be informed if your requirements change.

WARRANTY

Warranties on products is valid for one year, not specified at the time of sale and on the invoice. We assume no liability for incidental, Indirect, or consequential damages for loses resulting from the use of our products or any breach of warranty. Merchandise that has been replaced during the warranty period does not extend the warranty period past the original period. If a product fails outside of the warranty period, contact our Technical Service department for Information on repair procedures and cost. Any product sent in for repair will be thoroughly tested prior to repair. All shipping charges for equipment to and from us are the responsibility of the customer.

REFUND AND EXCHANGE POLICIES

Items believed to be in non-working condition when received are classified as DOA (dead on arrival). This item covers defective items, incompatible items and items returned for exchange. DOA products must be returned within 30 days of the date shipped to obtain credit, refund or exchange. After 30 days we will, at our sole discretion, repair or replace items in warranty with identical, new or functionally equivalent refurbished product. No products will be given outside of the DOA period. Shipping charges are not refundable.

IMPORTANT: THE DOA POLICY DOES NOT COVER THE PHYSICAL VISIBLE OR HIDDEN DAMAGE INCURRED IN TRANSIT. ALL DAMAGE CLAIMS MUST BE HANDLED DIRECTLY WITH THE DELIVERING CARRIER.

RMA RETURNS

Please call the customer service first, before returning any item. Many problems and compatibility issues can be resolved with a phone call. Any items returned to us must be accompanied by a Return Merchandise Authorization (RMA) number from our RMA department. The RMA department is open from 8:30am to 5pm PST. Items returned under an RMA must be shipped prepaid with the original box and packing material. Kits must be returned in their entirety. No partial returns will be accepted. The RMA number must be clearly marked on the outside of the box and a copy of the original invoice and description of the problem must be enclosed. RMA material must be received within 30 days of the date of the RMA was issued. Improperly packed items will be returned and the warranty will be void. Replacement material cannot be shipped until the returned material has been received and tested. Freight, shipping and custom charges are not refundable. Software with broken seals and optical media are not returnable.

RMA TURNAROUND

We reserve the right to test returned products and determine their status. Most RMA's are replaced within 3 working days of receipt. RMA's are returned via the same shipping method received at our expense. If other shipping services are desired, the customer will be responsible for any additional shipping charges. Our technicians will do their best to help in the unlikely event of an RMA.

RETURN MERCHANDISE PROCEDURES

RMA NUMBER REQUIRED FOR ANY RETURN MERCHANDISE

Before returning any product, you **MUST** obtain a return merchandise number. When calling, please have the following ready:

- Your company name
- Our invoice and/or sales order number
- Date of purchase
- Part number in question
- Serial number for item
- Summary of the problem

ONCE THE INFORMATION IS VERIFIED AND APPROVED AND YOU RECEIVE RMA #, DO THE FOLLOWING:

- A. Return the product **PROMPTLY**; RMA #s are valid for only 15days.
- B. RMA numbers must be displayed on the shipping label. **DO NOT WRITE ON THE ORIGINAL BOX**
- C. Returned goods must be shipped freight pre-paid in their original box with all of the packing material, cables and cords included. A charge will be applied for missing or used items. Products not returned in the **ORIGINAL PACKING MAY BE REFUSED**.
- D. Any equipment returned without an RMA number will be refused.

CANCELLATIONS

All order cancellations must be received prior to shipment by us. Merchandise refused will be subject to a minimum of 15% restocking fee. The customer is responsible for shipping charges both ways. Credit for refused merchandise will be issued to your account and can be applied only to future purchases. Credit must be used within six months.

RETURN FOR CREDIT CONTACT YOUR SALES REPRESENTATIVE

All returned products must be in salable condition, which mean they must be undamaged, unmarked, complete and in the original packing. If good do not meet our resale standard, we will return them to you. Equipment must not be over 15 days old based on your invoice date. A minimum 15% charge will be applied to any returned product which is not the result of a shipping error. Defective merchandise or DOA return after 15 days will be credited at the lower of the invoice price or current market price. Credit memos for use

against future purchases will be issued for all authorized returns. No refund checks issued after 15 days from the invoiced date. Credits must be used within six months.

IMPORTANT- PLEASE NOTE

We shall not be liable under any circumstances for any special, consequential, incidental or exemplary damages, including, but not limited to damages for lost profit, loss of use, lost data or any damages or sums paid by the purchaser to third parties, even if we have been advised of the possibility of such damages. The foregoing limitation of liability shall apply whether any claim is based on principles of contract, warranty, negligence, or other sort of breach of any statutory duty, principals of indemnity, or contributions to the failure of any limited or exclusive remedy to achieve its essential purposed otherwise.

LATE CHARGES & LEGAL FEES

Any invoice not paid on or before the due date shall bear interest and late fees at a rare of 1.5 percent per month. In the event that any invoices is not paid when due, seller shall be entitled to recover all reasonable attorney's fees and coast associated with collection of the past due amount including, but limited to, cost and fees incurred for consultation, collection, mediation, arbitration or litigation. Purchaser further agrees that any collection action, required as a result of purchaser's failure to pay conclusively establishes seller's right to an attachment pursuant to C.C.P. 485.220 and C.C.P. 483.010.