

Warranty and Return Policy

WARRANTY POLICY

PC Parts guarantees our OEM and refurbished servers, PCs, printers, accessories and parts ("product") for one hundred eighty (180) days from time of invoice unless otherwise stated. Sold product must be returned to us. Product found to be defective will be repaired or replaced at our option. Warranty does not cover misuse, mishandling, unauthorized modification, improper site preparation and maintenance, or usage outside of the environmental specifications of product. Warranty is void if tamper seals are broken.

Out of box failures on product must be reported within five (5) days of original shipment for expedited replacements by PC Parts. Between day 6 and 180, customers are responsible for the return of the defective product. PC Parts will repair, replace or refund within five (5) days and return via ground shipping to the customer location.

DISCLAIMER OF WARRANTIES

THE ABOVE EXPRESS LIMITED WARRANTY IS EXCLUSIVE AND ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, ARE HEREBY DISCLAIMED, INCLUDING WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE AND TITLE, AND ANY IMPLIED WARRANTY AGAINST INTERFERENCE WITH YOUR ENJOYMENT OF THE PROGRAM PROPERTY OR AGAINST INFRINGEMENT. You acknowledge that no employee of PC Parts, Inc. or any other party is authorized to make any representations or warranty not in this Agreement.

RESPONSIBILITY FOR DAMAGE

- We are not responsible for damages incurred in transit as our shipping terms are FOB from our dock. The shipping carrier is responsible for such damage.
- We do not issue Return Merchandise Authorization (RMA) numbers for product damaged due to shipping. We will place a new order for the customer while the carrier is processing the customer's claim. At such time as the claim is resolved and payment is made, the customer will be credited.

RETURN POLICY

EXCHANGES

1. Requirements

Product exchanges must:

- a) Be repairable (no alterations or physical damage)
- b) Have a valid Return Merchandise Authorization (RMA) number
- c) Be an exact equivalent of the product that we are sending to you
- d) Be received by us prior to the RMA expiration date
- e) Return shipping is the responsibility of the customer unless otherwise stated

2. Return Process

Returns are a part of doing business and an important part of good customer service. We believe in a 'no hassle' return policy. Please observe the following guidelines:

1. **Please contact us before returning any product.** Most problems are caused by shipping "jostling" and can be resolved with a telephone call.
2. All product returned must be in unused/ re-stockable or "as failed" condition and in original packages, complete with original packing materials, manuals, blank warranty cards and other accessories provided by the manufacturer.
3. You will be issued a return merchandise authorization (RMA) number. This number helps us track, identify and process your return. **Write the RMA number on the outside of your return packages**, include a copy of your original invoice or packing slip, and return the package within thirty (30) days of the receipt of your RMA number. **We will not accept returns without RMA numbers.**
4. Package and insure all product for their full value. Lost or damaged parts cannot be exchanged.
5. Return packages must be sent prepaid directly to our address. We will not accept any C.O.D. shipments. Shipping charges are not refundable.
6. Refunds will be issued by the same method of payment as the original purchase. Check refunds usually take 30 days.
7. Items returned on a non-exchanged basis are subject to a 20% restocking fee.
8. RMA will be voided after thirty (30) days.
9. Non-returns and late returns may be subject to a \$50.00 Late/ Non-Return fee.
10. If product is returned against an expired RMA the return will be reviewed to determine if the product will be accepted. If it is an allowable return a new RMA will be generated. The Late/Non-Return fee will not be credited. Otherwise the customer is notified to issue a call-tag for pick up or the product will be disposed of within one week.

Return Address:

PC Parts, Inc.

RMA # _____

1800 Paxton Street

Harrisburg, PA 17104

Advance Exchange / Core Return Policy

To get your printer up and running faster, you can use our Advance Exchange program. We send you a working part as soon as you order it. After you receive ours, send us your repairable core; just mark the box or packing slip with our original Sales Order or Web-Placed Sales Order ("W Number"). This reference number will help ensure that you get the proper credit for sending in the core. Defective product must be repairable and in "as failed" condition. Product must be received within thirty (30) days.

Your repairable core must be:

- ⌘ Received within the thirty (30) day period or you will be invoiced for the core owed.
- ⌘ The exact equivalent of product(s) shipped to you.
- ⌘ Clearly marked with a valid Sales Order or "W Number" to ensure proper credit to your account. **We will not accept returns without Sales Order or "W Numbers" numbers**

Core Return Address:

PC Parts, Inc.

SO / W # _____

1800 Paxton Street

Harrisburg, PA 17104

Terms & Credit Card Advance Exchange orders are billed at the Exchange price. The defective product must be received within thirty (30) days; if not receive within that period, your account or credit card will be billed a core value.