

## **RETURN MATERIALS AUTHORIZATION POLICY**

It is Santech policy to provide the highest possible level of service to our customers. To this end, the Santech has developed and trained a professional staff to address our customer requirements. Our Customer Service department is available to support our customers with respect to post sale activities including product return. Santech's return policy is limited and subject to the return policy of our manufacturers and vendors. Additionally, Santech reserves the right to modify its policy as circumstances dictate. Please note that our customer service staff can be contacted through either our main number, (310) 4730-6000 or by email to [techsupport@santech.net](mailto:techsupport@santech.net).

### **PRODUCT RETURN POLICY**

Products may be returned to Santech for the following reasons. However, all returns are subject to certain conditions and must conform to Santech's Return Material Authorization (RMA) Procedure. A copy of the original invoice reflecting the serial number of the product must accompany all RMA requests.

### **CONDITION 1: PRODUCTS DOA OR OTHERWISE DEFECTIVE UPON RECEIPT**

Defective products may be returned for either repair or exchange. Santech's Customer Service Department will assist and support the customer with all repairs or exchanges that must be returned directly to the manufacturer. All products returned or exchanged under this condition must be addressed within ten (10) days from the invoice date. DOA is defined as "out of the box without power".

### **CONDITIN 2: PRODUCT DAMAGED IN SHIPMENT**

All merchandise left our warehouse in good condition. The risk of loss or damage to the merchandise shall pass to customer as soon as a carrier for delivery to the Customer picks up such merchandise. Customer is therefore responsible for inspecting all packages for damage before signing delivery receipt. All claims for damages or loss, whether apparent or concealed, shall be filed by Customer with the carrier. Damaged products may be return for either repair or exchange, and it is solely at Santech's discretion to accept. The repair or exchange of the products is dependent on the condition of the unit. However all return and subsequent claims are subject to appropriate insurance coverage. Please note that claims for loss or damaged shipments must be made within five days from either the receipt of shipment for damaged goods or five days from invoice date for lost shipments.

### **CONDITION 3: PRODUCT BEING RETURNED FOR WARRANTY REPAIR OR OUT OF WARRANTY REPAIR**

Defective in-warranty product can be exchanged or repaired at Santech, at its sole discretion, within 30 days of sale. (Exception: Repair or exchange of defective software must be arranged for directly with manufacturer.) Santech is an authorized service center for many products. Santech will provide a competitive estimate for all out of warranty repair with very fast turn around time for all services.

### **CONDITION 4: PRODUCT DOES NOT CONFORM TO CUSTOMER'S PURCHASE ORDER OR RECEIVED A DUPLICATE SHIPMENT**

Any product that was received without customer notification, duplicate shipment or the order does not conform to customer purchase order can be returned within 10 days from invoice date, providing that the manufacturer seal has not been broken and item is not used. Any item that is opened and used is considered accepted by the customer and therefore will be billed.

### **CONDITION 5: PRODUCT IS UNOPENED AND FACTORY SEALED**

Factory sealed and unopened products can be returned for up to 10 days. Exceptions to this condition include but are not limited to IBM, Compaq, specially designed products, CPU, Memory, and software. All non-defective product returns for credit or exchange are subject to a minimum 20% restocking fee, and it is solely at Santech's discretion to accept.

**All Returns *must* be sent to the *following address* within 15 days from receiving notification of the RMA.**

**SANTECH  
Attn: RMA #  
1730 S. Sepulveda Blvd.  
Los Angeles, CA 90025**

Signer acknowledgment\_\_\_\_\_ (please initial)