



Policies of Sales & Services

Effective 01/01/2006

Parts Warranty: On new items sold with a manufacturer warranty the customer has the option to contact the manufacturer directly or M-Tec for a period of 1 year (OEM and boxed CPU's are 30 days). After this period, you must contact the manufacturer for the remainder of the product's warranty period. Refurbished items are sold with a 30 day warranty period. Physical damage to the product or removal or tampering of M-Tec's or the manufacturer's serial number on a product voids M-Tec's warranty and may void the manufacturer's warranty as well. If a defective product is returned to M-Tec, M-Tec has the option to repair or replace the item. We are not responsible for stock levels or market availability on warranty replacement parts.

System Warranty: All hardware items sold within an assembled system will maintain their original warranty period from M-Tec as stated above. M-Tec also provides a full one year labor warranty for hardware on systems assembled by M-Tec. However, we do not cover any software related issues under the M-Tec system warranty. Furthermore, M-Tec may not be held responsible for any problems that may occur from any hardware that is not installed by M-Tec.

Manufacturer Specifications: M-Tec is not responsible for manufacturer misrepresentation of products, including but not limited to, specifications, compatibility, and documentation of any product.

Special Orders: Special orders cannot be canceled, changed, returned, or refunded. Due to the limitations of special ordered items, all warranty issues will be referred to the product manufacturer. Special ordered items must be Pre-Paid.

Returned Items: All items are returned at current cost and for credit only. Refunds are only allowed for acceptable reasons and need to be approved by a manager. Returns are also subject to a 20% restocking fee and must be in resalable condition with original manual and anti-static packaging. Customers will pay all freight charges on returned products. After 20 days no returns will be accepted. Freight and labor charges are non refundable. Software is non-returnable.

Damaged Items: Damaged items resulting from improper storage, handling, inadequate static protection, improper installation, fire, product modification, and or acts of god will not be considered our liability and will not be covered under M-Tec's warranty.

RMA Procedures: Products Shipped: Please submit RMA requests via web or fax to the RMA department during business hours. An RMA# will be issued within 24 hours of receipt of the request. A copy of the original invoices **MUST** be provided before an RMA number will be issued. Replacements will be shipped UPS ground unless the customer requests and pays for faster shipping. If an RMA number is more than 20days old, it is no longer valid and a new RMA number must be obtained.

Products Picked Up: If the product is brought into M-Tec, a copy of the invoice **MUST** be provided before any returns or exchanges are processed.

Shipping Information: Products Shipped: Orders received before 2:30 P.M. EST will be shipped the same day providing products are in stock. All claims for shortages or shipment errors must be made within 1 day after receipt of the shipment. Upon your immediate receipt of your products, please examine the shipment to ensure the packages were not damaged by the carrier during transportation. If the products were damaged, contact the carrier for inspection. We do not issue RMA numbers for product damaged during shipping. We will place a new order for you while the carrier is processing your claim. When shipping complete systems, there will be an extra \$15.00 charge for additional packaging to prevent damage during shipping. On all orders under \$150 a \$5.00 handling fee will be assessed. A \$5.00 UPS change of address fee will be passed onto the customer if UPS determines the shipping address is not correct.

Products Picked Up: M-Tec will not be held responsible for invoiced orders after the product has left M-Tec's facilities including, but not limited to, missing or damaged products. The shorted or damaged items will be investigated by M-Tec, but does not guarantee automatic replacement. Tel: (513) 742-3100 Fax: (513)742-8872