

## **Product Returns**

*TXC Technologies adheres to all manufacturer warranty and return policies. All product returns must be processed with a Return Merchandise Authorization Number (RMA#). NO returns, of any type, will be accepted without an RMA#.*

*RMA's issued by TXC Technologies are valid for 15 days only. Product must be returned to TXC Technologies within this timeframe. RMA's cannot be extended or re-issued.*

*Due to manufacturers' policies, TXC Technologies cannot accept the following items for exchange, replacement or credit for any reason:*

1. Compaq
2. IBM
3. Toshiba
4. Hewlett Packard
5. Panasonic
6. Sony
7. Dell
8. Lenovo
9. Digium
10. Apple.

*TXC Technologies reserves the right to modify this list in response to manufacturer policy changes. DOA (Dead on Arrival) or defective products can be returned for repair only to an authorized service center and/or product manufacturer.*

*There are two ways to obtain a RMA from TXC Technologies, provided a return meets manufacturers' guidelines. Customers can fill out and submit the online RMA request form. To begin this process, go to <http://www.txctechnologies.com/rma> at the bottom of our main webpage. Requests will be e-mailed to our Customer Service department for review. For immediate assistance or inquiries, call Customer Service at 281-338-4400. Customer Service business hours are 8:00 a.m. to 5:00 p.m. Central Time.*

*Please have the following information on hand when calling for a RMA#: customer name, invoice number, serial number and the nature of the problem. All can be found on your invoice. Please note that the following products cannot be returned:*

- *Discontinued items*
- *Special order items*
- *Software/Literature Items for which manufacturers will not accept returns*
- *Items for which manufacturers will not accept returns*
- *Items not purchased through TXC Technologies*
- *Products modified by a Configuration Center*
- *Open units, units which require re-boxing, or units in an unsuitable resale condition*

*All returns MUST: be 100% complete, contain ALL original boxes and packing material, have original UPC codes on manufacturer's boxes, and contain all blank warranty cards, accessories and documentation provided by manufacturer. Incomplete returns may be returned to sender or may be subject to a restocking fee up to 20%.*

*All products being returned must have destination address clearly marked on each package along with issued RMA #. DO NOT WRITE ON MANUFACTURER'S BOX. TXC Technologies strongly recommends using a reputable shipping carrier, one capable of providing proof of delivery and insurance to shipments. .*

- 1. Defective and DOA products must be reported to Customer Service within 20 days of shipment for domestic orders, and 10 days of shipment for International orders. The product will be repaired, replaced or customer will be credited according to the manufacturer's warranty.*
- 2. All incorrect order discrepancies (shortages, mislabeled product, or overages) must be reported to Customer Service within 48 hours after receipt of shipment.*
- 3. Damaged product must be reported within 24 hours of delivery.*
- 4. TXC Technologies will only accept unopened or pre-installed software and CD's for return. NO OPEN SOFTWARE WILL BE ACCEPTED.*

*\*\*Customers are responsible for shipping charges and risk of loss on all return shipments.*

*TXC Technologies will credit one way shipping for returns that are due to our error. TXC Technologies will replace or credit the product according to manufacturer's warranty. A restocking fee of up to 20% will be applied to cover the cost of a return.*

*TXC Technologies reserves the right to authorize product returns beyond 20 days from ship date. If product is accepted after 20 days, credit will be issued toward FUTURE PURCHASES ONLY.*

*TXC Technologies hereby expressly disclaims all warranties, either expressed or implied warranty of merchantability or fitness, for a particular purpose. This disclaimer by the seller in no way affects the terms of a manufacturer's warranty, if any. Title to goods herein being purchased is retained by the seller until goods are paid for by the purchaser, and, at that time, title passes to purchaser. If goods herein being purchased are being purchased for purposes of export, purchaser must obtain from the U.S. Federal Government certain export documents before shipping to a foreign country. In addition, manufacturers' warranties for exported goods may vary or may even be null and void. If you have questions, please inquire. Any and all liability is only for the products purchased.*