

# ***TXC Technologies RMA Procedures***

## ***Product Returns***

*TXC Technologies adheres to all manufacturer warranty and return policies. All product returns must be processed with a Return 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 and 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 returns of the following items for exchange, replacement or credit for any reason: Compaq, IBM, Toshiba, Hewlett Packard and Apple. DOA or defective can be returned for repair only to an authorized service center. TXC Technologies reserves the right to add additional manufacturers to this list as manufacturer policies change, manufacturer goes out of business or if product was specially ordered.*

*TXC Technologies provides you with two ways to obtain an RMA provided the return meets manufacturers' guidelines. You can fill out and submit the online RMA request form. Go to [www.txctechnologies.com](http://www.txctechnologies.com) and click on the Returns link under Information. Your request will be e-mailed to the Customer Service department for review or you can call Customer Service at 877-892-9777. A Customer Service Representative will assist you with any questions you may have. 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 an 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*
- Literature*
- Items for which manufacturers will not accept returns*
- Items not purchased through TXC Technologies*
- Products modified by the Configuration Center*
- Open units, units which require re-boxing, or units in an unsuitable resale condition*

*Items which have undergone revisions without being assigned a new part number by the manufacturer*

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

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*Clearly mark each address label of each package being returned with the RMA#. DO NOT WRITE ON THE MANUFACTURERS BOX. TXC Technologies strongly recommends using a reputable shipping carrier capable of providing proof of delivery, as well as properly packing and fully insuring return shipments.*

- 1. Defective and DOA (dead on arrival) product must be reported to Customer Service within 20 days of the invoice date for domestic orders, and 10 days of the invoice date for International customers. The product will be repaired, replaced or credited according to the manufacturer's warranty.*
- 2. All wrong order discrepancies (shortages, mislabeled product, or overages) must be reported to Customer Service within 5 days after receipt of the shipment.*
- 3. Damaged product must be reported within 48 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 our error. TXC Technologies will replace or credit the product according to the manufacturer's warranty. A restocking fee up to 20% will apply to cover the cost of the return.*

*TXC Technologies reserves the right to authorize product returns beyond 20 days from the invoice date. If the 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 the 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 Federal Government certain export documentation before shipping to a foreign country. In addition, manufacturers' warranties for exported goods may vary or even be null and void. If you have questions, please inquire. Any and all liability is only for the products purchased.*

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_