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## IPEX RMA RETURN POLICIES

### General Policy:

- I. All product returns require a Return Merchandise Authorization (RMA) number. You may obtain an RMA number by contacting Ipex Infotech Inc. Customer Service through any of the methods provided at [www.ipexinfo.com](http://www.ipexinfo.com)
- II. Some product returns for a refund may be subject to a 15% restocking fee
- III. Products that are **not eligible** for return:
  - Any product not purchased from Ipex Infotech Inc.
  - Any product without a valid, including but not limited to products with missing, damaged, altered.
  - Any product that exhibits physical damage.
  - Special order products (NCNR, NON-CANCELABEL, NON-RETURNABLE)

### Dead On Arrival:

- I. DOA must be requested within 14 days from the invoice date.
- II. All products for DOA must be received within 7 working days from the date RMA number has issued, or it will be processed as a standard RMA returns.
- III. No cross-ship on any products.
- IV. DOA product must return completely with the original accessories.

### Credit:

Product returns for Credit must request and be received by Ipex Infotech Inc. within 7 days of the Invoice date and it is only applied for the original purchaser. Return for Credit products must be in original package and with all accessories. Or the restocking and/or reconditioning charges will be applied.

- ⊗ All credit returns must receive by Ipex Infotech Inc. within 7 business days from the date of RMA number issued.
- ⊗ A full credit will be issued only for the un-open and re-sellable condition products. And Ipex Infotech Inc. must receive the returns within 7 days from Ipex Infotech Inc. invoice date. Special order is excluded.
- ⊗ Other credit returns will base on the current market value or the invoice price with 15% restocking charges applied; whichever is lower.
- ⊗ Full Credit or other action will be made if there is shipping error in Ipex Infotech Inc. Customers must report all shipping errors within 48 hours of shipment received.

## Warranty:

- Products Warranty Coverage
 

⊗ Intel boxed CPU	One year
⊗ AMD boxed CPU	One year
⊗ Intel OEM CPU	Three months
⊗ AMD OEM CPU	Six months
⊗ Memory Module	One year
⊗ HDD	One year
⊗ SSD	One year
⊗ Motherboard	One year
⊗ DVD drive	One year
⊗ Networking card	One year
⊗ Monitor	One year
⊗ Bare Bone System	One year
⊗ Factory Recertified products	Non-Refundable, Direct service from manufacturer only
⊗ All other product	One year
⊗ Special order product and Software are Non-refundable once purchased and delivered. No warranty for Software	
⊗ <u>No warranty for any products with physical damage. (Missing/bent pins, burnt, cracked or flaky products)</u>	

Terms subject to change without further notice.