



Customer Policies, Procedures & Information

WARRANTIES

All merchandise is sold with the manufacturer's warranty. No other warranty or guarantee, expressed or implied, is made. Some products, such as the HP systems, have an on-site warranty plan. However, most products are sold with a "return to manufacturer" or "return to depot" warranty. Assembled systems may include components from several manufacturers with varying warranties.

DOA

Defective hardware must be returned to *TCI* within 7 days of receipt by the customer, and will be either repaired or replaced at *TCI's* discretion. *TCI* regrets that it cannot ship replacement products until the DOA unit is received and verified by *TCI*. *TCI's* standard RMA procedures apply to DOA units.

SHIPPING ERRORS

The customer must notify *TCI* of any shipping errors or shortages within 3 days of the receipt of a shipment and/or invoice. After 3 days, the customer assumes all responsibility for the product.

RETURNS

When product is ordered in error, the customer must request a Return Materials Authorization (RMA) number from the *TCI* customer service department within 10 days from the date of the invoice. A **15% restocking fee** applies for all authorized returns. Merchandise accepted for return will be credited at 85% of the invoiced amount. RMA numbers must appear only on the shipping label. All merchandise returned to *TCI* must be in the original manufacturer's carton(s) with all product documentation and manuals and in resalable condition. **Shipping & Handling charges incurred due to the return of merchandise are the responsibility of the customer.**

Used equipment is not returnable.

Software and laser printers are not returnable. Defective software will be replaced with the same item only.

All Credit Memos issued for product returns are to be used against future purchases only. Cash refunds will not be given under any circumstances. Credit Memos / Balances are valid for a maximum of 6 months.

SPECIAL ORDERS

Special Order items **will not be accepted for return**. It is the responsibility of the customer to ensure that a given product is compatible with the planned utilization.

NON-STOCK ITEMS

Although *TCI* stocks many items, it is not possible, nor is it prudent, to stock every product in a manufacturer's line. *TCI* will, upon customer request, special order items in the HP and CradlePoint and Dell product lines. However, a **30% restocking fee** applies to the return of **Non-Stock** items that the Manufacturer agrees to accept for return. All other return policies apply.

REFUSED SHIPMENTS

A **25% restocking charge** will also be charged for refused shipments. Refusal of a firm order will result in the customer being placed on a Credit Card or C.I.A. basis for the following six months.

ORDER CANCELLATION

Confirmed orders which are cancelled by the customer more than 48 hours after their acceptance by *TCI* and before the order has shipped are subject to a **5% Order Cancellation Charge**. If the order has shipped, then the above policies for Restocking and Returns apply.

CUSTOMER SPECIFIED CONFIGURATIONS

TCI will, upon customer request, provide special system or network configurations. It is the customer's responsibility to ensure that the products specified in the configuration are compatible and meet the customer's requirements. *TCI* will use its best efforts to ensure that a working configuration is delivered to the customer. However, the customer is solely responsible for any additional charges incurred in the process of resolving any problem related to a *Customer Specified Configuration*.

PRODUCT COMPATIBILITY

Due to the wide variety of hardware and software products currently available, *TCI* cannot guarantee compatibility. Customers should consult the product manufacturer regarding compatibility issues before ordering any product.

TECHNICAL SUPPORT

TCI provides limited technical telephone support to all **active** customers. *TCI* regrets that it cannot provide support for products not purchased from *TCI*. On-site and extended support are available for a fee.

RETURN MATERIAL AUTHORIZATION

A Return Materials Authorization (RMA) number must be obtained for any product being shipped to *TCI*. Any merchandise returned without the RMA number clearly displayed on the shipping label will be refused. Do not write on the cartons.

An RMA will remain open for 7 days from the date of issue after which time the merchandise will be refused and returned to the customer. This procedure holds for repairs as well as returned products.

CREDIT LIMITS

A credit limit may be established for each customer. If a customer's account balance exceeds that limit, or is over fifteen (15) days delinquent, regardless of balance, *TCI* will hold all shipments until the account becomes current.

NEW CUSTOMERS

The first shipment to any new account will be on a Credit Card or CIA basis only. After a credit application and financial records are submitted, a Credit Limit may be established. When a customer is granted credit, the terms are Net 21 days. Customers are expected to comply with the agreed upon terms as they would expect their customers to do.

COLLECTIONS

Accounts that seriously delinquent will be submitted for collection. The customer will then become liable, under NY State law, for all reasonable legal and service fees associated with the collection process, including expenses allocated to employee overhead. These charges are in addition to any Late Charges which may become due on an account.

LATE CHARGES

All Open Accounts have specified payment terms. Any late payment is subject to late charges at the rate of 19.5% per annum (.05342% per day).

BOUNCED CHECKS

A "bounced" check, regardless of the reason, will result in the account being placed on a Credit Card / CIA basis for the next 6 months. The account will also be assessed a **\$30.00 Bounced Check Fee**.

If the "bounced" check is not replaced with a "good" check" within 7 days, the entire account may be submitted for collection.

UPDATED INFORMATION

For an updated printable copy of this document, please visit:

www.tcisystems.com/pdf/CustomInformation.pdf