



WARRANTY

Micro Product Distributors (M.P.D.) provides a 90-day warranty from date of invoice on all non-consumable products manufactured and/or sold by M.P.D.

If a non-consumable product malfunctions during the first 90 days after it has been invoiced to a customer, M.P.D. will be responsible for all costs associated with repairing the item including the cost of replacement parts, shipping charges for return of the item to the customer, and the cost of labor to repair the equipment by a company employee or a contracted third-party service technician.

After the first 90-days from date of invoice, if the product malfunctions, M.P.D. will not be responsible for the cost of any repairs or replacements parts. The customer will be responsible for any shipping charges incurred and the cost of labor to the repair the item or replace it.

Products not covered - Micro Product Distributors will not be responsible for equipment malfunctions that are the result of damage from accidents or misuse by the customer. M.P.D. will also not be cover "supply" or "consumable" type items sold with the equipment (e.g. toners, bulbs, etc.)

RETURN POLICY

All non-consumable products sold by M.P.D. may be returned for repair / replacement only within the 90-day warranty period from the date of invoice. All products being returned to M.P.D. must first obtain a Return Material Authorization (RMA) number. An RMA number is valid for 15 calendar days from the date of issuance. Products received by M.P.D. with an expired RMA number will be refused and returned to the customer at the customer's expense.

NO return of any type will be accepted without an RMA number.

Original shipping charges will not be refunded on returned products. Customers are responsible for all freight charges incurred for returning the product to M.P.D. M.P.D. will be responsible for freight charges incurred in sending a working product back to the customer, unless otherwise stated. M.P.D. recommends that the customer fully insure the return shipment in case it is lost or damaged and to use a carrier that can provide proof of delivery for their protection.

All products returned must be 100% complete, contain ALL original boxes and packing materials, blank warranty cards, serial numbers, and other accessories and documentation provided by the manufacturer. M.P.D. reserves the right to refuse any return that is not 100% complete, in re-saleable condition, and includes original packing material, manuals, blank warranty cards, serial numbers, and other accessories and documentation provided by the manufacturer.

All returns must be:

- Free from damage, including damage to misuse, abuse, neglect, accident, or disaster, or an act of God
- Free from damages as a result of usage outside the parameters stated in the machine or product's user guide
- Free from damage as a result of service by another company other than M.P.D.
- Free from modification

M.P.D. is not responsible for damage to or loss of any programs, data, or removable storage media.

DOA / ADVANCE REPLACEMENT PROGRAM

In the event a product is in the condition of dead-on-arrival (DOA) at its first use, the following procedure will apply.

A claim will need to be placed with M.P.D. within 10 calendar days from the invoice date. The advance replacement will be sent via express service (1-3 business days) with a return label and instructions on how to package and return the defective product.

If the defective product is returned within 15 calendar days from issuing an RMA number, full credit for the cost of the part will be given to the account. If the defective product is returned within 16-30 calendar days from issuing an RMA number, credit will be issued for the cost of the part minus a 25% or \$25 restocking fee, whichever is greater. If the defective product is returned in excess of 30 calendar days from issuing an RMA number, the part will be refused and will not be issued any credit.

DOA claims issued after the initial 10 day period after the invoice date will require that the incoming freight costs be the client's responsibility.

EXCHANGE / RETURN PROGRAM

In warranty products are repaired or exchanged, at M.P.D.'s discretion, when M.P.D. receives the defective part within 15 calendar days from the date of issuance of an RMA number.

Customer will be responsible for all incoming freight costs of the defective product. Once the defective product arrives at M.P.D., a functional part will be sent within five (5) business days via ground service, unless otherwise directed by the customer. Requests for express delivery of the functional product will be subject to additional charges.

REGULATIONS

- ALL RMA numbers issued will be valid for only 15 calendar days. RMA numbers will be valid up to 30 calendar days for advance replacements only. Any part returned with an expired RMA number will be refused.
- Form will be required to be completely filled out, otherwise may be delayed up to 4 weeks.
- Defective parts returned may not be physically damaged. If the product is found to be physically damaged, the product will be refused for return.
- Original shipping charges will not be credited.