

Computer Pro

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I. RETURN POLICY

All returns are subject to the following terms and conditions:

1. All returns are subject to manufacturer's return policy.
2. No return after **14** calendar days from the day of the invoice.
3. OEM item returned for credit must be in re-sellable condition (no cracks, scratches, damage, and alteration etc.) and must be returned with all original warranty cards, manuals, cables, accessories and components.
4. All CPU, memory and software sales are final, no credit or exchange.
5. All returns require the original invoice.
6. For mail-order returns, the original shipping and handling charges are not refundable.
7. "Special Order" components and custom-built systems are Non-Cancelable and Non-Refundable.
8. No return will be accepted without a Return Material Authorization Number (RMA#).
9. Customer is responsible for shipping charges and insurance on all return shipments. Computer Pro assumes no responsibility for lost or damaged shipments of returned products.
10. No credit or refund will be given prior to customer's payment being clear by Computer Pro's bank.
11. All refunds will be made in the form of the original payment. If the original payment was made by a credit card, credit can only be issued to the same credit card account and such credit card must be presented at the time of the return to receive a credit.
12. If the price of the returned item has dropped, the lower price will be refunded or credited.
13. No refund on labor or installation services.
14. Computer Pro reserves the right to reject any returns.

Additional terms and conditions for NON-DEFECTIVE items:

1. **All non-defective returns are subject to a 15% restocking fee.**
2. For retail-pack product, only unopened package is returnable.

Additional terms and conditions for DEFECTIVE item:

1. All **defective items** are subject to Computer Pro's testing. If the products are tested to be no defective, no return will be allowed.
2. Products with incompatibility problem or incorrectly ordered are not considered "DEFECTIVE".

II. WARRANTY REPAIR ON DEFECTIVE ITEMS

1. Computer Pro provides one year warranty on CIDEX SYSTEM, all other products are under manufacturer warranty and customers are responsible to contact the manufacturers directly.
2. Customer must present original invoice to request warranty services.
3. All warranties are based on the original invoice date
4. Warranty is voided when CIDEX SYSTEM seal label is broken and is found to be scratched, mishandled, modified, or altered in any way.
5. Replacement will be made **ONLY** if the parts are not repairable.
6. A RMA number must be obtained prior to returning the products to Computer Pro.
7. Computer Pro must receive the products within 5 days of issuing a Return Authorization Number.
8. Customer must pay for the shipping cost and insurance to return the products. All warranties will be voided on items that are insufficiently or inaccurately packaged. Computer Pro assumes no responsibility for lost or damaged shipments of returned products.
9. For mail-order repair, all replacement or repaired parts will be returned to customer by ground service.
10. If the parts returned are not defective or are not the correct parts, customer is responsible for a prepayment of the freight charges for sending the parts back.

III. LIMITATION OF LIABILITY

In no event shall Computer Pro be liable for special, incidental, or consequential damages, including but not limited to loss of profit and opportunity. In no event shall Computer Pro's liability exceed the repair, replacement, or cost of the specified product purchased.