

## **CLIENT RETURN MATERIAL AUTHORIZATION POLICY**

### **General Return Policy**

All returns require a Return Material Authorization (RMA) number. The RMA team in INX's Client Assistance Center (CAC) issues RMA numbers following a review of each RMA request as they are submitted. In certain instances, CLIENT may wish to deal directly with the OEM in order to expedite a return. Each request will be approved or denied on the basis of the following guidelines.

### **Permissible Timeframe for Return**

INX provides a fifteen (15) day return policy. All requests for a RMA must be made within fifteen (15) days from the invoice date. RMA numbers issued by INX are only valid for ten (10) days and the product must be returned to INX within this timeframe. RMA numbers will not be extended or reissued.

### **Defective or DOA Product**

Product that is defective or dead on arrival (DOA) will be repaired, replaced, or credited according to the manufacturer's warranty at INX's discretion.

### **Non-Defective & Stock Balance Returns**

Non-defective returns and returns of Product that exceed the actual quantity needed by CLIENT ("Stock Balance Returns") are accepted for credit or exchange at INX's discretion. All non-defective returns and Stock Balance Returns must be returned in new, unused condition, without rips, tears, markings, writing, stickers or general defacement of exterior original manufacturer's box with manufacturer's seal left intact and are subject to a fifteen percent (15%) restocking fee.

### **Ordering Error Return**

If incorrect parts/Product(s) are ordered in error by INX, the parts/Product may be returned if its condition meets the return standards outlined below. Parts/Product ordered in error by CLIENT are subject to a fifteen (15%) percent restocking fee and must be returned in new, unused condition.

All Products returned must be complete. This includes all original manufacturer's protective packaging (including electrostatic protection), manuals, software, documentation, cables, or other accessories originally shipped with the product, blank warranty cards, and original UPC codes on the box. Incomplete returns may be returned to the CLIENT or assessed an incomplete return fee of up to twenty-five percent (25%) in addition to any other fee(s).

Returns received with the original manufacturer's box written upon or where the CLIENT did not use an adhesive shipping label will be assessed a defaced carton fee of fifteen percent (15%) in addition to any other fee(s) and may not be subject to return to the original equipment manufacturer for a full refund.

The following is an example of products NOT authorized for return:

Hewlett Packard Configure To Order (CTO)

Build To Client Order (BTCO),

- Opened software
- Software licenses unless first authorized by the manufacturer
- Special order product

- Product with broken manufacturer's seal
- Excessive defacement of OEM packaging
- Discontinued or obsolete product
- Duplicate CD's
- RMA with a total value of less than \$50
- Product not purchased through INX

The following is an example of items that will NOT receive credit:

- Configuration charges
- Freight charges

### **Shipping Damage**

If product arrives with damage that is visible or likely to have affected the contents of the boxes, the preferred method of handling it is to refuse delivery of the shipment due to damage by the carrier. The carrier will be responsible for returning it to INX. The CLIENT must note the reason for refusal on the carrier's 'attempted delivery' record. If the damaged shipment is accepted, the recipient must note all known and visible damage on the carrier's 'delivery record' in order for INX to file a damage claim. The recipient must save the product and all packing it arrived in and notify their INX CAC representative immediately so a carrier inspection and pickup can be arranged. Failure to follow these instructions or to report damage within fifteen (15) days from the invoice date will result in the request being denied as out of return eligibility.

### **Overgoods**

Overgoods are unauthorized returns. Any products returned to INX without a valid RMA number will be considered Overgoods. The Overgoods may be returned to the CLIENT and the CLIENT may be charged a \$50 processing fee per shipment returned, plus related freight charges. If the CLIENT refuses the shipment of Overgoods from INX or returns the Overgoods to INX a second time without INX's prior authorization, the CLIENT agrees to relinquish all right and title to and waives all claims against INX for credit related to such products.

### **CLIENT Responsibilities**

The INX RMA team can be reached at [INX>Returns@inxi.com](mailto:INX>Returns@inxi.com) or 469.549.3880 and they will determine if the product is eligible for a RMA. No returns of any type will be accepted without a RMA number. For prompt service, please have as much of the following information available as possible: CLIENT name, CLIENT account number, original invoice number(s), CLIENT purchase order number(s), part number(s), serial number(s), SKU(s) and quantity, product condition, and reason for the return request.

The CLIENT is responsible for shipping charges on returned items and all risk of loss. INX recommends that all shipments have full insurance coverage. INX will provide prepaid shipping labels or credit CLIENT's one-way shipping charges for returns that are caused by INX error.

If the original box is not suitable for shipping, the CLIENT is responsible for repacking the product to avoid damage to the original packaging and the product itself. Boxes made of thin cardboard with clear plastic wrapping are an example of boxes that may need to be repackaged or over-boxed.

The CLIENT should discuss the possibility of restocking fees being assessed with INX's RMA representative. The RMA representative will be able to provide the amount of and reason for the fee(s) on a case-by-case basis.

If approved, the RMA team will provide the RMA number, "ship to," and other pertinent information. Clearly mark an adhesive shipping label with this information and place it on the box.

THE ORIGINAL MANUFACTURER'S BOX MUST NOT BE WRITTEN ON