



POWERNODE

Computer Inc.

RMA POLICY

Warranty Period

1. One year limited warranty [1] on parts and labor from the invoice date to the receipt of the returned products or manufacturers' warranty whichever specified.
2. 30 days limited warranty for retail box CPU, Desktop, Notebook, power adaptor, battery or external battery, used/refurbished item and used/refurbished system.
3. Warranty does not extend to products that are physically damaged or damaged under abnormal operating conditions as a result of misuse, mishandling or improper installation on the Buyer's/User's part.
4. Software and consumables are not returnable once the package is opened.
5. Special Order Items, i.e. items not generally carried in PCI, are covered by a 7 days PCI limited warranty and after the 7th day, will go direct for manufacturer warranty,
6. Display items, LCD/ LED monitor, please check with manufacturer web site/ information for minimum number of pixels or whichever industrial standard applied.
7. RMA Products left in our possession without any communication from you will be considered abandoned after 90 days. After 90 days we reserve the right to discard abandoned products without any form of compensation.
8. RMA Products received without identification or contact information will be listed as unclaimed. We will hold unclaimed product for 90 days. After 90 days we reserve the right to discard unclaimed products without any form of compensation.

RMA Number

It is necessary to obtain a RMA number before returning any merchandise to Powernode.

Effective January 1, 2004, all customers required to apply for RMA number using the on-line system. RMA numbers request by fax or/and on-the-spot will no longer be entertained.

If you do not have a password for your RMA account, please contact with your sales agent to issue an online account or email application to sales@powernode.com or rma@powernode.com.

Customer is responsible to remove all personal information and/ or data before returning any storage items. Data Recovery is not covered under warranty service and is not part of the warranty returns process. And Powernode will not be responsible for any data loss.

The RMA number is good for **two weeks**. Return products have to be received by Powernode within the two weeks period, items returned after a 2-weeks period will consider as request to terminate service for that particular RMA number & a new RMA number is required.

RMA Shipment

Return items must be accompanied with copy of invoice with the RMA# clearly marked on the shipping label or the package.

Package has to be properly packed to protect against damage during shipping.

All freight for shipping RMA items is prepaid by the sender.

Please do not include accessories, such as cable, manual and drivers in the package for regular RMA item. However, all DOA returns need to include all accessories in full package in order to get a new replacement.

All markings and labels put on by customers should be removed.

Package may be refused i) if no RMA # clearly marked, ii), if no copy of invoice attached and/or iii) ships collect to receiver.

Please test all products and state their exact problems on the RMA Form before returning.

Products tested good will be ship freight collect back to the original sender.

DOA & Replacement Policy

In general, if a product is found defective and returned within 30 days of invoice date, it is consider as Dead On Arrival (DOA)! Itt will be replaced as soon as possible, provided that the item is in stock.

Items with different DOA period are as follows:

CPU	3 days
Monitor, Printer, Memory, UPS	7 days
Desktop system / Laptop system	15 days
LED Monitor or visit... LED Dead Pixel Guidelines	7 days

Products that are found defective after 30 days of purchase but are still under warranty will be repaired or returned to suppliers for replacement. Generally, the process will take no more than 30 days.

Return For Credit

Authorization is required before applying for RMA credit.

Please contact your Sales Agent for details.

If the application for credit is authorized, you will be issued a RMA Credit Number. The returned products, with original packing and all accessories should ship back to Powernode following a normal RMA shipment procedure and ship prepaid.

A 15% restocking charge will apply when an item is returned for credit.

No return for credit will be approved 15 days after the purchase is made.

Credit will be issued after the item is received in good and saleable condition.

All issued Credit is to be applied to future purchases.

No refund will be issued.

Laptop

DOA policy only applies when the item is returned in brand new condition, original box and with all accessory.

Returns with damage, scratch and/or stain on any part of the item, if accepted for RMA, will not be considered as DOA. The item will be repaired but not replaced.

If the LED screen has less than 5 defective pixels, it will not be accepted for RMA based on industrial standard.

If the top cover of the item is damaged/scratched/stained, it will not be accepted for return due to defective pixel problem.

Thank you for choosing Powernode Computer Inc.

Note:

*** All Policy are subject to Change*

*** Final revision of the policy is based on manufacturer Policy.*

Last revised on October 2013

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