

Terms and Conditions

All products delivered by the "Company" means Corn Digital (DDQQ LLC.) carry a full one-year (12 mos.) parts and labor warranty. The terms and conditions of this warranty are as follows:

TERMS OF SALES:

All prices are subject to applicable taxes and shipping charges. Component prices do not include installation. Prices may vary in different regions. Goods title remains with Company until paid in full. A **2% interest rate per month** will be charged on all overdue invoices and accounts.

Any missing content claims must be reported within **24 hours** of receipt of goods. No cash refunds. No returns on Sale items, special order products, consumable items, static sensitive components and/or open software.

All returns of defective product must be within **7 days** of invoice date and be complete with all packaging, manuals and disks and in resellable condition, and will be subject to completeness evaluation. After **7 days**, all products follow manufactures warranty and warranty period as stated. Original proof of purchase must accompany all product returns.

All discounted and auction sales are final and sold "AS IS". Unless otherwise stated, Company does not warrant the condition of goods sold "AS IS".

Original invoice must be presented for all warranty claims. Company is not responsible for furnishing copies of purchase invoices, but will do so at a charge of \$24.95 plus applicable taxes. Shipping charges are not refundable.

RETURN MERCHANDISE AUTHORIZATION (RMA) :

All returned materials must include a Return Merchandise Authorization Number (RMA#). Before sending the Company's product for repair/replacement, call our RMA Dept. at 909-680-3671 and request an RMA number for the product being returned. When requesting an RMA number, you will need to provide the following information:

1. Invoice number and date of invoice.
2. Serial number of the product being returned.
3. Copy of the original invoice.
4. Reason for return.

Assigned RMA number will be voided if the Company does not receive the shipment of returned products in **30 working days** from date of RMA number assignment. Calling in for an RMA number before the warranty period expires does not guarantee warranty remains in effect. The Company must receive the returned products within 12 months from the date on original invoice. There will be no advanced replacement service after 30 days of original invoice date.

All returns must be shipped freight prepaid and with a tracking number. Customers agree to bear risk of loss for the product during return shipment. No COD or Freight collect returns will be accepted by the Company.

PACKAGING:

All products returning to the Company for service must be in their **original packaging**. All brand name products must be intact, original packaging with all the original documentation and accessories. **Please ensure that the assigned RMA number is clearly legible on the outside of the packaging**, and enclose a copy of the original invoice.

REFUND POLICY:

The Company will extend full credit towards other future purchases, or full refund/credit for products properly returned within **seven (7) days** of receiving the products from The Company. Products returned between 8 and 20 days after receiving the products from the Company is subject to a 20% restocking fee. **SPECIAL ORDER MERCHANDISE CANNOT BE RETURNED FOR REFUND.**

D.O.A. PRODUCTS:

The Company takes first priority in handling D.O.A. issues. D.O.A. (Dead on Arrival) products must be reported **within ten (10) days from the date of original invoice**. RMA number must be requested on D.O.A. products to be returned. All procedures for regular RMA request apply.

WARRANTY REPLACEMENT POLICY:

Products proven to be defective will be replaced with a product in good working condition, after the Company has received the product for repair. If a replacement product is not available, the Company will, at its option, replace it with a new product, upon availability of product in stock. The customer pays for freight to the Company, and the Company pays for UPS ground returning to the customer. Original warranty period remains in effect, regardless of the returned products being repaired or replaced.

OUT OF WARRANTY REPAIRS:

Product returned for out of warranty repairs will be shipped to the manufacturer/vendor for whom the Company acquired the product for resale. Customers shall bear all repair and shipping/handling charges. Products repaired out of warranty for a fee usually carry a 90 days warranty by the manufacture or vendor.

No warranty shall apply to any damage resulting from or caused by buyer, if buyer shall make any changes, modifications, additions or deletions or hardware, software, or firmware in the printer products sold hereunder without Company's advance written consent.

PLEASE NOTE: This Warranty Information is only a general summary. In no way does it alter, augment, or replace the language, meaning, or legal standing of the written Warranty itself. Please refer to the Warranty specimen itself for all questions regarding exclusions or limitations, and the responsibilities of the building owner, the contractor, and Company.