



INDUSTRIAL COMPUTERS INC. (ICI) RETURN POLICY STATEMENT

ICI values our relationship with you and offers a return policy for most products that you purchase directly from ICI. Under this policy, you may return to ICI, within the applicable return policy period, products that you purchased directly from ICI for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

Hardware Products and Accessories: Unless you have a separate agreement with ICI or except as provided in the section below, all hardware, accessories, peripherals, parts and software that is unopened and still in its/their sealed package or, if delivered electronically, that has not been downloaded, may be returned within twenty-one (21) days from the date on the packing slip or invoice for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees. Opened/installed software or damaged items are not returnable. Special order items or computer systems with special order components may not be returnable or subject to higher than typical restocking fees at ICI's discretion.

Shipping Damage: ICI is not responsible for items damaged in shipping. All items are shipped with insurance and all damage claims should be addressed directly with the shipper as items are shipped Free On Board (F.O.B.) shipping point which means title to the product(s) and risk of loss or damage passes to the customer upon delivery to the carrier/shipper. ICI reserves a purchase money security interest in the product(s) until its receipt of the full amount due.

Restocking Fees: Unless the product is defective or the return is a direct result of a ICI error, a restocking fee of 18% may be charged on hardware, accessories, peripherals, parts and unopened software still in its/their sealed package, and on software that has not been downloaded if the software is delivered electronically. Special order items or computer systems with special order components will be subject to higher restocking fees or not returnable at ICI's discretion.

How to Return: All returns require an RMA (Return Merchandise Authorization) number. Please save all packaging and accessories for any item that is returned to ICI. All original equipment, components, manuals, cables, documents and packaging must be returned with your item in order for ICI to process your RMA. An item returned for a replacement may be repaired or replaced at ICI's discretion, unless otherwise required by law. Products with specific refund and return policies and deadlines must be returned within the time periods specified for each item. All items sold through ICI are subject to our Terms and Conditions. Physically damaged items or opened software cannot be returned.

All returns for a refund are subject to a restocking fee and must be in resale condition. No return of items that cannot be resold as new, special order items, opened software, or electrical components not installed by our technicians.

Removal or alteration of a product's serial number or serial number sticker will automatically void your ICI Return Policy. Products that are returned to ICI with a missing, damaged or altered serial number will be refused RMA service and returned to you.

You must ship the products to ICI within five (5) days of the date that ICI issues the Return Merchandise Authorization Number. You must:

- Ship back **all** products you are seeking to return to ICI. At ICI's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing and any unadvertised discounts or concessions.
- Return the products in their original packaging with additional protective outer box, in as-new condition along with any media, documentation, and all other items that were included in the original shipment.
- Ship the product(s) at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of the complete returned purchase, ICI will issue a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

Note: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.



ADDITIONAL RMA TERMS

Physical Damage Policy

Physically damaged items cannot be returned to ICI. This includes damage to CPUs from improper handling or installation and includes bent pins, chips, or burnt areas. Physical damage includes (but is not limited to) improper handling and any other type of damage sustained by irregular use. If you return any physically damaged item to ICI, the item will be returned to you at your expense.