

# **CGS Technology**

## **CGS Technology RMA (Return Material Authorization) Policy**

**Technical Service Line: (330) 487-0505**

**Fax Line: (330) 487-0599**

1. Please call Technical Service to obtain an RMA number. Please have your Customer number and Invoice number ready. An RMA Number is void after 15 days from the date of original issuance. You must call within the Return Privilege time period set out on the Limited Warranty Information page.

2. Please label each package as follows:

CGS Technology  
Attn: RMA Dept.  
1632 Enterprise Pkwy Unit E  
Twinsburg, OH 44087  
RMA# \_\_\_\_\_

Mark the RMA Number on each package clearly. Merchandise delivered to us without an RMA Number or with an invalid number will be refused. You bear the risk of loss for any incorrectly labeled merchandise.

3. A copy of your Invoice must accompany every return.

4. All returned products must be packed in the original boxes with all accessories and documentation included. Final approval of a return is contingent upon receipt and inspection by CGS Technology of all returned products.

5. All RMA shipments must be prepaid by the customer and delivered to the above RMA address. A COD shipment will be refused. The customer must insure and accept the liability for loss or damage of the products.

6. CGS Technology will not cross-ship the products if a customer's account is not current, parts are not returned promptly, or if similar conditions unsatisfactory to CGS Technology's RMA or Credit Department exist. Cross shipping privileges may be revoked by CGS Technology's RMA or Credit Departments without notice.

7. CGS Technology will take no responsibility for any data left on hard drives or data lost due to product failure. Back-ups of data must be completed prior to return of products by the customer. You must remove any removable media, such as diskettes, CD's or PC Cards.

8. If returned items are found to be functioning properly, customers will be charged a minimum of \$50.00 for service, plus \$50.00 for each additional hour, to the nearest half hour, payable prior to the return of the merchandise to the customer. If returned items are out of warranty and repairs are made, customers will be charged a minimum of \$50.00 for service, plus \$50.00 for each additional hour, to the nearest half-hour.

9. Please be advised that the service or credit may be delayed or otherwise affected if the above procedures are not followed. CGS Technology will not be responsible for any consequences due to such noncompliance.

10. CGS Technology will only give final approval of a return on the terms and conditions set out on CGS Technology's Limited Warranty Information provided to the original purchaser at the time of delivery of the Merchandise, which is incorporated herein by reference.

11. Special order items including printers, scanners and other peripherals and notebook computers may not be returned for credit or replacement. On these items, all warranty issues and returns must be dealt with directly with the Manufacturer.