



NORTHERN COMPUTER TECHNOLOGIES

Completed Computer System Three Year Return to Depot Warranty

Northern Computer Technologies Inc. (hereinafter referred to as Nor-Tech) warrants that the systems it assembles, sells and supports will be free from defects in materials and workmanship for the period of three years as indicated on the original Nor-Tech invoice.

This warranty does not cover any items which are in one or more of the following categories: software; accessories or parts that have not been installed by Nor-Tech; accessories or parts that are added or installed after the original system install; third party systems sold through Nor-Tech (Lenovo, HP, etc.). Any item(s) not included in the warranty as indicated on the original invoice will be covered by the original manufacturer's warranty.

This warranty does not cover damage due to external causes, including but not limited to: accident, abuse, misuse, malware, spyware, electrical power disturbances, servicing not authorized by Nor-Tech, usage not in accordance with product or manufacture instructions, failure to perform required preventative maintenance or problems caused by the use of parts or components not supplied by Nor-Tech.

If found that non- authorized options that have been added to the system or any component within the system are the cause of the reported problem, or if the problem is not related to the hardware covered under this warranty, a service charge will be applied for work that Nor-Tech performs.

During the period of this warranty, Nor-Tech will repair or replace products covered. Nor-Tech owns all parts removed from repaired products. If Nor-Tech repairs or replaces a product, its warranty term is not extended. Depending upon availability, replacement products may not be identical but will be equivalent or better.

Nor-Tech Customers requiring warranty replacement of defective system components have the option of returning the system to Nor-Tech for diagnosis, repair, and/or replacement. Customers are responsible for any freight charges incurred to ship the system to Nor-Tech. Nor-Tech covers return freight charges. All parts and labor charges are covered by Nor-Tech per terms of the warranty agreement. Please refer to the Terms and Conditions section of this agreement for more detail.

Nor-Tech Customers also have the option of requesting an advanced replacement cross ship for a failed component and replacing the failed system component(s) themselves for the duration of the system warranty. Customers are responsible for any freight charges incurred to ship the failed component(s) to Nor-Tech. Nor-Tech covers return freight charges. Please refer to the Terms and Conditions section of this agreement for more detail.

Note: *Before Nor-Tech repairs the system(s), it is the customers responsibility to back-up all data and software on the hard-disk drive(s) and any other storage device(s) in the product(s) and to remove any removable media (such as diskettes, CDs or PC Cards). Nor-Tech is not responsible for any loss of data or software and Nor-Tech is not required to advise or remind the client of appropriate back-up, security and other procedures.*

THERE ARE NO EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS BEYOND THOSE EXPRESSLY STATED IN THIS WARRANTY STATEMENT. SOME RESTRICTIONS AND LIMITATIONS APPLY (PLEASE READ THE FOLLOWING TERMS & CONDITIONS PAGES).

TERMS & CONDITIONS

Effective 11/15/01

Northern Computer Technologies, Inc. (hereinafter referred to as Nor-Tech) specifies the following terms, conditions and policies.

MERCHANDISE RETURN PROCEDURE (RMA)

Should a system fail during the applicable Nor-Tech warranty period, the following procedures must be followed in order for Nor-Tech to better serve its customers. Failure to follow the procedure correctly could void the warranty and Nor-Tech would have no further obligations to the customer:

1. Call Nor-Tech's technical support or submit an online request to obtain a Return Merchandise Authorization (RMA) Number. RMA numbers will be issued by telephone, fax or e-mail. RMA numbers will be void if Nor-Tech does not receive merchandise within 15 days from the date the RMA number is issued. Any merchandise returned to Nor-Tech without a valid RMA number will be refused.
2. The following information must be provided when requesting an RMA number:
 - Invoice date and Invoice number.
 - Nor-Tech item number and product serial number.
 - Detailed reason for return
3. Nor-Tech reserves the right to return any product unrepaired, without notification, should the customer ship the product(s) to Nor-Tech without the original parts installed or sold by the manufacturer or if the product is received with non-Nor-Tech supplied components or parts.
4. Requirements for RMA processing:
 - Ship defective product(s) to Nor-Tech with freight prepaid.
 - A copy of original packing list, RMA request or invoice showing the item and its serial number.
 - A detailed note describing all problems.
 - RMA number clearly marked on mailing label, not on shipping box.
 - All products returned DOA, for Credit and returned advanced replacement items must be complete with all accessories and documentation included and must be in the original packaging.
 - Systems built by Nor-Tech must be packed complete and in equal to, or better than the original packaging (improper packaging may void warranty). "Do not mark on original box if returning for DOA or credit". Do not use retail boxes for shipping.
5. Customers who do not comply with the above requirements will delay RMA processing and may be subjected to a service charge and/or could therefore void Nor-Tech's warranty as it applies to the items returned to Nor-Tech. Replacement or repair will be made when returned merchandise is received. Advance replacement will be made upon request at the sole discretion of Nor-Tech.
6. Nor-Tech will repair, replace, or substitute with equal or higher level products, the defective products at it's own discretion when performing service work. Nor-Tech will take no responsibility for any data on hard drives or data lost due to a product failure or service performed. The customer must complete backups of data prior to the return of products. Products must be returned in original condition without customer markings or stickers.
7. If returned systems are found to be functioning properly, or the problem is a result of customer/end user added items, customer may be charged for a minimum of \$40.00 bench charge for service, plus \$35.00 for each additional half hour, to the nearest half-hour.
8. If components returned for advanced replacement are found to be functioning properly, customer may be charged full purchase price of the advanced shipped item and have the original item returned, or may be charged a minimum 15% restocking fee. All components in for replacement found to be functioning properly will be returned to the customer in the condition it was received.
9. Some manufacturers require warranty replacement or service work be done directly through the manufacturer. Monitor manufacturers, HP, Compaq and valid warranty beyond the initial Nor-Tech covered warranty period such as hard drives and some motherboards are examples of direct manufacturer warranty situations.
10. Items returned to Nor-Tech outside the warranty period or not originally purchased from Nor-Tech will be returned without being replaced or repaired.
11. For currently available components in for replacement, please return only the item in question. For all other items or system, you must include all original drivers, cables, manuals etc. Check with your Nor-Tech customer service representative for full details.
12. All Tray CPUs carry a 60-day warranty from Nor-Tech with the remainder of any warranty to be handled direct with the manufacturer. Memory purchased from Nor-Tech carries a lifetime warranty through Nor-Tech. Due to volatility in the pricing of CPUs and Memory, any credit will be issued at current market value or price paid, which ever is less.
13. The manufacturer handles monitor warranties directly, generally on a cross-ship basis. Any monitor warranty handled by Nor-Tech must be in original manufacturer's packaging. A \$30.00 surcharge will be added to monitors sent to Nor-Tech not in the original manufacturer's packaging.

ALTERATIONS, MODIFICATIONS AND ATTACHMENTS

Any alterations, additions, improvements or attachments to the product(s) not authorized in writing by Nor-Tech shall be solely at the customer's own expense and risk. If the operation of the product(s) is affected in any way by alterations, improvements, modifications or installation, the warranty shall be deemed waived by the customer, and Nor-Tech shall have no further obligation to the customer.

RETURN FOR CREDIT

1. All sales returns must be processed through Nor-Tech Technical Support or RMA Departments. An RMA number must first be issued for all credit returns. To receive credit, product(s) must be returned within 30 days from the original invoice date and may be subject to a restocking fee of 15% of the total invoice price. The product must be returned with all original items and accessories, without any marking on products or the outside of original packaging. All special order items will be handled in accordance with the manufacturers' warranties and return policies and may not be returned for credit.
2. Any merchandise returned for credit will not be accepted unless it is unused and is packed in the original container with complete parts, manual and accessories, and must be received in reasonable condition after shipping.
3. All shipping and service charges are nonrefundable. Read warranty statement and RMA request form or contact Nor-Tech's RMA department directly for full warranty and return information. For all damaged products, the customer is required to call for an RMA number within 48 hours (or the second business day following the products arrival) of the receipt date.
4. Nor-Tech will not warrant any product subjected to improper freight handling/shipping, abuse, neglect, or unauthorized repair or installation. Also, the warranty will not cover product(s) installed with non- Nor-Tech components or product(s) with broken warranty seals or assembly trace. Nor-Tech reserves the right to request the total cost of the replacement product(s) or the product(s) itself if later to be found physically damaged by the customer.
5. Defective items returned to Nor-Tech after 30 days from the invoice date, but within Nor-Tech's applicable warranty period, will be processed in accordance with Nor-Tech's RMA procedures herein described. All damaged products received by the customer must be reported to Nor-Tech within 2 days of receipt date.

LEAD TIME OF SERVICE

All replacements are subject to stock availability and are generally processed within 72 hours of receipt. All shipments returned to the customer will be by UPS Ground. The customer is responsible for the difference in freight charges if the shipping instructions require express delivery.

SERVICE CHARGES

1. Non- Nor-Tech warranty service work will be subject to a minimum of 1 (one) hour at Nor-Tech's current hourly labor rate. Nor-Tech reserves the right to refuse servicing any non-warranty work or non- Nor-Tech products.
2. Product(s) returned without defects may be subject to a restocking fee; systems returned without defects will be charged a \$40.00 fee for service, plus \$35.00 for each additional half hour, to the nearest half-hour, and may also be billed a \$15.00 handling fee and freight plus COD charges.
3. A refused shipment may be subject to a \$15.00 handling fee plus freight and COD charges.
4. \$25.00 will be charged for each returned check
5. Nor-Tech reserves the right to charge 18% interest per annum (1.5% per month, or 0.05% per day) for past due account balance.
6. Nor-Tech's hourly labor rate is \$70.00 per hour billed to the nearest half hour with a minimum \$40.00 bench charge.

GENERAL

1. Warranty policy is not extended beyond the original purchaser.
2. Cross-shipment of warranty replacement components for Nor-Tech built systems is done at the sole discretion of Nor-Tech and is subject to prior credit arrangements with Nor-Tech.
3. Special order items are non-cancelable and may not be returned for credit.
4. Nor-Tech retains a security interest on the merchandise stated above. The rights and obligations of the parties hereto shall be construed and enforced in the state of Minnesota and in accordance with the laws of the state of Minnesota.
5. The customer agrees to pay to Nor-Tech all costs related to the collection of any sum due, including overhead allocated to employee effort and collection fees, legal fees, court costs, expenses incurred, and reasonable attorney's fees.
6. This document constitutes the entire agreement between the customer and Nor-Tech. It is intended as a complete and exclusive statement of the terms used in this agreement and no course of prior dealing between the parties and usage of trade shall be relevant to supplement or explain any item used in this agreement. No agent, employee or representative of Nor-Tech has any authority to bind Nor-Tech to any affirmation, presentation, or warranty concerning the product(s) sold under this agreement, unless the same is included within this written agreement. This agreement may be modified or rescinded only by a written instrument signed by the parties hereto or by their duly authorized agents. Waiver by Nor-Tech of any provision hereof in one instance shall not constitute a waiver as to any other instance.
7. Terms and Conditions are subject to change without notice.