

Nor-tech's Return Policy

Customer Service Contact Information

Phone: 952-808-1034

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Standard RMA Policy- 30 Day Return for credit or replacement on all items
1 year replacement on DOA/Defective items

Standard Policy is subject to the following conditions:

***Replacement product requested after 30 days of original sale will only be given after defective product is received by Nor-tech.

***Credit returns on items with extremely volatile pricing (EG memory & CPU's) will only be given at current market prices.

***All returns for Tier 1 Systems (EG Compaq, IBM, Toshiba) will be referred direct to the manufacturer

***Special order items (items not listed on Nor-tech's regularly published pricelist) can be returned for replacement only. Nor-tech can't issue credit for special order items.

***COD customers will be required to secure any advanced replacements with a credit card

***Tray/OEM CPU's carry only a 60 Day warranty for replacement

***Nor-tech manufactured systems carry a standard 1 year return to depot warranty for parts & labor

***Nor-tech doesn't recognize stock balancing, stock rotation, or price protection.

***Any returns for credit issued after 30 days will be assessed a minimum of a 15% restocking fee.

RMA Authorization

Before product is returned, please complete Nor-tech's RMA form. If you need a form, please contact customer service at 952-808-1034 or your sales rep. Form must be filled out completely. Send the form into Nor-tech via:

***Please allow at least 24 hours for an RMA number to be issued

***RMA numbers are valid for 15 days; RMA's received after 15 days will be assessed a 15% restock fee

***RMA number must be written on the outside of the shipping carton or shipment will be refused

***Please use the RMA form as a packing list and include it in the box with your return.

***Customers are responsible for freight charges associated with return of products as well as proper packaging of items to avoid damage during shipping.

***Serial numbers are recorded and tracked. Any serial # not purchased from Nor-tech will be returned.

***Return defective parts only. DO NOT send cables, drivers, manuals, etc.,. Nor-tech can't guarantee that they'll be returned with the replacement.

***All defective products will be tested. Those found to be in working order will be returned to the customer in the condition in which it was received.

***Any items received that are out of warranty will be returned to the customer.

***Remove all company stickers/markings from product before returning. Any product returned with permanent markings will be returned to the customer unrepaired/unreplaced.

***For some manufacturers, it may be easier to deal with the manufacturer directly. In these cases, Nor-tech will provide the customer with a manufacturer contact.

***All returns for credit must be in original packaging & contain all items originally sold with product

***Monitor returns must have original box & packaging or customer will be charged \$30.00 to return

Damaged Products

The Customer Service team must be notified within 48 hours of receipt of damaged product. CPU's with cracks, missing pins, burnt pins or bent pins will be assumed to have been damaged by customer and sent back. Please inspect all orders/RMA's properly. All products returned to the RMA department that is received physically damaged due to improper packaging, handling or abuse **voids** manufacturer's warranty and will be returned. The customer shall be held responsible for motherboards with customer induced damage and monitors with damaged/unrepairable CRT's.

Short Shipments

If you do not receive all the items listed on the packing slip, please contact Customer Service within 2 days of receipt so the issue may be tracked and resolved.

Turnaround Time

Turnaround time for replacements parts depends on three factors: 1) Customer must provide proper documentation, 2) Replacement is in stock, 3) Manufacturer provides Nor-tech with a quick turnaround. Substitutions of equal value and quality may be made in instances where an exact replacement cannot be done. Returns for replacement that are received within 30 days of the original invoice date are replaced immediately if stock is available. Any time thereafter a replacement is waited upon from manufacturer.

Refusals

Freight for any refused order will be charged to customer.

Warranty

Warranties are offered based upon manufacture/vendor policies, and are subject to change at any given time. If in fact a warranty has been altered all customers will be notified. All warranties begin from date of purchase.