

COMPUCYCLE TERMS AND CONDITIONS OF RETAIL AND EMPLOYEE SALES

1. Condition of product:

The product you have purchased is either a used product that has been refurbished, cleaned and is guaranteed to work, or a manufacturer boxed item. The refurbished product may have cosmetic imperfections that do not affect its functionality.

2. Warranty:

CompuCycle's Refurbished Product:

- a. CompuCycle warrants its products against factory defects due to component failure, or failure to conform with the specifications provided by CompuCycle on the face of this invoice.
- b. Products carry a 1 year warranty, unless otherwise specified, on hardware only. **Software issues are not covered by the warranty.****
- c. The warranty extends exclusively to the original purchaser.
- d. Core Duo and Core 2 Duo laptops batteries are sold with a 30-day warranty (guaranteed to hold a minimum charge of 30 minutes). All other batteries are sold without a warranty.
- e. The warranty will be void if the product has been tampered with, or CompuCycle asset tags removed.
- f. Any damage to merchandise due to shipping must be reported to CompuCycle within twenty-four (24) hours of receipt of said merchandise.
- g. The warranty on all CompuCycle products is applicable to component part failure, defect or malfunction only, and DOES NOT COVER:
 - i. The cosmetic condition of product.
 - ii. Damage due to mishandling, abuse, accidents, disasters, repairs and/or modifications to merchandise.
 - iii. Loss of applications or data due to failed, defective or malfunctioning product.
 - iv. The performance of CompuCycle product with other merchandise purchased separately.
 - v. The physical or operating condition of Third Party products used in conjunction with equipment purchased.
 - vi. Any problems caused by or products used in conjunction with the purchased product.

Manufacturer's Product:

- a. Product sold with the original manufacturer's warranty is not covered under CompuCycle's warranty. All manufacturers warranty issues must be directed to the manufacturer. CompuCycle will provide the manufacturer's customer service number if necessary.

3. Warranty Repair:

Product requiring warranty repair may be returned to CompuCycle, transportation charges prepaid by the purchaser, in accordance with RMA instructions set forth herein, upon receiving authorization and shipping instructions from authorized personnel of CompuCycle. Alternatively, the purchaser may bring the unit to CompuCycle.

CompuCycle has the right at its discretion to repair or replace product returned under warranty.

CompuCycle assumes no liability for data loss during the repair process.

4. Return of Product:

- a. Product returned to CompuCycle for warranty repair must be accompanied by a Return Merchandise Authorization Number (RMA#) which may be obtained from the CompuCycle website at www.compucycle.net and/or Tech Support Department (713) 464-1244 between Monday - Friday from 9A.M. to 5P.M. (C.S.T.)
- b. Your original receipt is required for all returns, exchanges and warranty repair services.
- c. All merchandise being returned and exchanged must be in original box and packing materials, accompanied with all accessories, software, and literature. If the product is shipped back the RMA# must be prominently displayed on the packing slip and shipping label of each box with a copy of the invoice for said merchandise enclosed in each box. CompuCycle will not be responsible for the damage to or loss of any merchandise improperly returned for warranty repair. The Purchaser is responsible for all shipping charges related to the return of products being returned under the warranty. CompuCycle will not be responsible for the damage to or loss of any merchandise during shipment.
- d. We accept returns or exchanges within 30 days from the original purchase. A 20% restocking fee will be charged for the return of manufactured boxed items. CompuCycle refurbished items can be returned within 14 days at no charge. A 20% restocking fee applies to those items returned after 14 days.

CompuCycle

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