



## PRODUCT RETURN POLICY

CXtec will accept merchandise for return from **original end user Customers** with prior approval, for credit or replacement only. Please note, the following products are NOT returnable unless specified otherwise: Opened products, custom cables, bulk cable, connectors, tools, test equipment, configured products, special orders, software, licensing keys and discontinued items.

### **RETURN MATERIAL AUTHORIZATION (RMA)**

To begin the return process, contact your Account Manager at (800) 767-3282 to request an RMA. Upon approval, you will receive the RMA via email.

**ALL RMA's expire thirty (30) days after issuance**, therefore all return products must be RECEIVED at CXtec within thirty (30) days of the RMA issue date, otherwise the product will be refused. You must enclose the RMA document with your return. ALL returns must include the RMA Number clearly marked on the shipping label (**DO NOT WRITE ON ANY BOXES**). Returns not properly marked, as well as any products and/or quantities that don't match the original RMA, may be refused.

### **NON-WORKING / DEFECTIVE PRODUCT RETURNS**

Upon approval, Non-Working/Defective Product returns will be processed in accordance with applicable equal2new®, CABLExpress® or Manufacturer warranties and guidelines. CXtec® Warranty responsibilities vary depending on when the issue is reported to CXtec, relative to the original ship date.

**equal2new® Products:** Subject to the terms of CXtec's equal2new Lifetime Warranty, available at <http://www.cxtec.com/Equal2newLLWarranty>

**CABLExpress® Products:** Subject to the terms of CABLExpress' Limited Lifetime Warranty, available at <http://www.cablexpress.com/CBXLLWarranty>

Replacement and repair lead times vary depending on whether the product is stocked or custom. Lead times for custom cables are dependent upon current production schedules.

**New Products:** CXtec is unable to process any New Non-Working/Defective Product returns after the first thirty (30) days of the original ship date. However, CXtec will provide its best effort to assist with the return by providing you with the appropriate manufacturer contact information. After you contact the manufacturer directly, the manufacturer will determine whether to repair or replace the Non-Working/Defective Product.

All New Non-Working/Defective Product returns require that you include the original box, packaging materials, manuals, and software. Returns missing these items may be considered incomplete and will be returned to you. Some manufacturers have special return policies which may supersede CXtec's stated policy, and require that you deal with the manufacturer exclusively.

**Advance Replacement:** If an RMA is issued for equal2new® Non-Working/Defective Product, advance replacement will be provided on a best effort basis. If an RMA is issued for CABLExpress® Non-Working/Defective Product and other manufacturer Non-Working/Defective Product within thirty (30) days of the original ship date, advance replacement will be provided on a best effort basis.

### **WORKING PRODUCT RETURNS**

All requests for Working Product returns must be made within thirty (30) days of the original ship date. Working Product returns, less shipping charges and applicable restocking fees, will **only** be posted to your account as a credit toward future purchases.

**New Products:** The returned product must be factory-sealed with the original box, packaging materials, manuals, software, and static seals intact. Product boxes that have been opened, written upon or re-taped are not eligible for return and will be refused. A good practice is to compare the packing slip found on the outside of the shipping carton against your purchase order before opening it. Some manufacturers have special return policies, which may supersede CXtec's stated policy, and limit CXtec's ability to accept a return. In the event of a conflict between this CXtec Product Return Policy and the manufacturer's return policy, the manufacturer's policy will prevail.

### **SHIPPING CHARGES**

CXtec will be responsible for the shipping charges associated with the replacement product for equal2new Non-Working/Defective Product, as well as the return shipment of the Non-Working/Defective Product back to CXtec, provided CXtec's preferred carrier and account number are used as outlined in the RMA instructions.

CXtec will be responsible for the shipping charges associated with the replacement product for CABLExpress Non-Working/Defective Product returned within thirty (30) days of the original ship date, as well as the return shipment of the Non-Working/Defective Product back to CXtec. After thirty (30) days of the original ship date, CXtec will be responsible for the shipping charges for CABLExpress Non-Working/Defective replacement products, and you will be responsible for the shipping charges associated with returning the Non-Working/Defective Product back to CXtec.

For New Non-Working/Defective Product returns within thirty (30) days of the original ship date, CXtec will be responsible for the shipping charges to ship the replacement product to you, and you will be responsible for the shipping charges required to return the Non-Working/Defective Product back to CXtec.

For all Working Product returns, you are responsible for all shipping charges and risk of damage during transit of the returned goods.

\*Replacement orders will be shipped Delivered Duty Unpaid (DDU) using CXtec's preferred carrier, freight prepaid, excluding import duties, taxes and fees, where applicable.

### **RESTOCKING FEES**

All returns are subject to a minimum 15% restocking fee, with the exception of Non-Working/Defective Product returns. Select items may be subject to additional fees as dictated by the Manufacturer.

### **TAKE SPECIAL NOTE**

In the event that you have received a shipment in error (misshipment, over shipment, duplicate shipment, short shipment) CXtec must be notified within thirty (30) days of the original ship date in order to process the return.

### **DAMAGED IN TRANSIT / FREIGHT DAMAGE**

In the event a package from CXtec arrives damaged, you should **REFUSE DELIVERY**. If you choose to accept such delivery, you MUST a.) Note the damage on the carrier's delivery record, b.) Retain the goods, original carton, and ALL packaging materials, and c.) IMMEDIATELY notify CXtec of the damaged package by calling CXtec Customer Service at (800) 767-3282 or by contacting your sales representative. If you do not notify CXtec of the freight damage within fifteen (15) days of delivery, and adhere to the requirements specified above, you shall be deemed to have accepted the goods as if they had arrived in good condition, and CXtec's standard return policy, as described above, as well as any applicable manufacturer's warranties and restrictions, shall apply.

### **UNAUTHORIZED RETURNS**

Any returned product received by CXtec that does not meet the above mentioned requirements, will be classified as an unauthorized return. All unauthorized returns may be returned to you at your expense. CXtec will not be liable for any loss or damage to unauthorized returns.