

Warranty Terms and Conditions

I.T. Xchange warrants the original purchaser that except as set forth below, for a period of **one (1) or Three (3)** (dependant on the length of warranty purchased) from the date of purchase, the product described in the accompanying invoice will be free from defects in material and workmanship under normal and proper use. During the applicable warranty period, I.T. Xchange will repair or replace (**If the same model is not available a unit of equal or greater value may be substituted**), at I.T. Xchanges sole option, without charge to the purchaser, any defective system or component part with the exception of consumables. The product may contain refurbished components.

This limited warranty does not apply if the product defect was caused by (i) negligence, (ii) accident, (iii) unreasonable use, (iv) modification, (v) tampering or (vi) any causes not related to defective materials or workmanship. Additionally, warranties shall not be valid if any label has been altered, defaced or removed in any way. **I.T. Xchange is not responsible for software recovery or loss of data.**

Except as expressly set out as above, the product is provided on an “as is” basis, and I.T. Xchange makes no warranty or representation and there are no conditions, express or implied, statutory or otherwise, of any kind whatsoever with respect to the product, including but not limited to any implied warranties or conditions of quality, merchantability, merchantable quality, fitness for a particular purpose, non-infringement of third party rights or those arising from a course of dealing or usage of trade. Some provinces do not allow limitations on implied warranties so the above limitation may not apply to you.

In addition, I.T. Xchange shall not be liable for damage of any kind, including incidental, special or consequential damages or loss of profits caused by the breach of any express, implied or statutory warranty or condition, relating to the purchase, use or misuse of, or inability to use the product, arising from any tort, including negligence or gross negligence, or fault committed by I.T. Xchange, it’s agents or employees or for any breach of contract fundamental or otherwise, or for any claim brought against the purchaser by any other party. In no event shall I.T. Xchanges liability exceed the purchase price of the defective product. I.T. Xchanges responsibility for all malfunctions and defects is limited to the limited warranty set out above. Customer must provide proof of warranty by providing proof of warranty (either assigned warranty number, Sales Order number or Invoice number). All warranty repairs must be returned to the nearest I.T. Xchange Distribution Centre.

Canada

**I.T. Xchange
2715-1 Bristol Circle
Oakville, Ontario L6H 6X5**

USA

**I.T. Xchange
100-9241 Globe Centre Drive
Morrisville, NC 27560**

UK

**I.T. Xchange
21A Burnbrae Drive
Linwood Business Park
Paisley PA3 3BW**

DOA Terms and Conditions

If the product is inoperable upon first installation (Dead on arrival or DOA), the purchaser must report the DOA to I.T. Xchange within 5 days of the latter of (a) The date of delivery, or (b) the date of the invoice. DOA warranty will cover the cost of shipping with I.T. Xchanges carrier of choice providing all items are packaged properly to protect against shipping damage and compliance to all other warranty terms and conditions. If the customer elects to return the product utilizing their carrier, all freight costs are the responsibility of the customer and I.T. Xchange will not reimburse the customer for this expense.

Shipping Charges (COD shipments will not be accepted)

In-Bound to I.T. Xchange

Shipping charges are the responsibility of the customer unless the product arrived DOA and was reported to I.T. Xchange within the DOA time frame of five (5) days. Refer to “DOA Terms & Conditions”

Out-Bound to Customer

I.T. Xchange pays all shipping charges back to the customer with I.T. Xchanges carrier of choice

Shipping Damage

Customer is responsible for shipping damage for product shipped back to I.T. Xchange. Customer is responsible to ensure that returned product is properly packaged in its original packaging. If the original packaging is not available, product must be packaged to ensure adequate protection is provided to the product through the transit process.

Returns Authorization

All returns must be authorized by I.T. Xchanges Customer Service Department. A Customer Service Representative will provide you with return instructions and a Return Merchandise Authorization (RMA) number. Please ensure all returns reference your RMA number on the shipping label and the actual shipping carton.