

# Computer Incentives Return Policy

Computer Incentives realizes no one likes returns. Our policy is simple and designed to make it easy for you to do business with us. We work closely with our vendors to honor manufacturers' D.O.A., warranty and repair policies. Call us at (913) 894-0708, Monday through Friday for assistance with your return situation.

## Guidelines For Returns

1. All returns require a return merchandise authorization number (RMA). **Please note issued RMA numbers are only valid for 20 days.** Please contact Customer Service at (913) 894-0708 with the following information.
  - **Company Name**
  - **Invoice Number**
  - **Serial Number**
  - **Product Number and Quantity**
  - **Customer Account Number**
  - **Reported Problem**
  - **Salesperson**
2. Please review the following information before returning a product to Computer Incentives.
  - a. *Use original manufacturer's boxes and packaging*
  - b. *Do not write on any boxes*
  - c. *Discontinued or phase out product is non-returnable*
  - d. *Special order product cannot be returned without manufacturer's approval*
  - e. *HP, IBM & Compaq desktops/notebooks are non-returnable.*
  - f. *All returns must be complete including accessories, cables, manuals, and software included in original shipment*
  - g. *RMA numbers are only valid for 20 days from date of issuance*
  - h. *Returns must be shipped freight prepaid*
  - i. *All returns must have a RMA number printed on the return shipping label*

Once an RMA # is obtained Ship product returns to :

Computer Incentives  
8320 Nieman Road  
Lenexa, KS 66214  
RMA# \_\_\_\_\_

3. **Product returns for any other reason than DOA must be in new, unopened, and resalable boxes. This means the outer box seal has not been opened or re-taped. Product boxes that have been opened or re-taped are not eligible for return and will be refused.**
4. Credits can be issued if product is returned to us within 30 days of the shipment date. All merchandise must be complete, unused and unopened. Any open software unless defective and replaced with same, will be refused. **Do not write addresses or RMA numbers on the outside of the manufacturer's boxes as products must be in a resalable condition to receive credit.**
5. Computer Incentives must receive all order cancellations prior to shipment. Otherwise, merchandise refused or returned is subject to a 15% restocking charge and all duty and freight costs incurred will be charged to your account.
6. Computer Incentives does not give or imply any warranty on any product sold. Only manufacturer's warranties apply.