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## RETURN POLICY

DI Technology Group offers a 30-day return policy on most products sold. Manufacturer restrictions apply to certain merchandise, as **detailed below** and are updated from time to time. A customer may obtain additional details and any applicable updates from the dedicated Seller Account Manager and Manufacturers contact information by contacting our DI Technology Group Customer Service at 562-207-9050 or emailing us at [rma@dataimpressions.com](mailto:rma@dataimpressions.com).

### 1. Return Restrictions

- **Defective Product Returns**: Customer may return most defective products directly to Seller within fifteen (15) days of invoice date and receive, at Seller's option, credit, replacement, exchange, or repair. After fifteen (15) days, only the manufacturer warranty applies.
- **Non-Defective Product Returns**: Customer may return most non-defective products directly to Seller within thirty (30) days of invoice date and receive, at Customer's option, credit or exchange, return is subject to Sellers twenty percent (20%) restocking charge.
- **Repair-Only Returns**: Certain Products can only be returned for repair, not for exchange, replacement or credit, based on current manufacturer requirements. Such products should be returned to Seller, shipped directly to the manufacturer, or taken to an authorized service center in Customer's vicinity.
- **Manufacturer-Only Assistance**: Certain Products cannot be returned to Seller for any reason, without exception, and Customer must contact the manufacturer directly for any needed assistance. More information may be provided by the dedicated Seller Account Manager or by DI Technology Group Customer Service.
- **Special Orders**: Products that are special order are non-returnable, or may have unique return restrictions provided at the time of sale.
- **Return of Software or DVDs**: Seller offers refunds *only* for unopened, undamaged software and DVD movies returned within 15 days of invoice date. Seller also offers replacement for software products and DVD movies that either: (i) are defective and returned within thirty (30) days of invoice date; or (ii) if returned more than 30 days after invoice date; are unopened and undamaged, such replaceable merchandise may be exchanged *only* for the same software or DVD movie title. Multiple software licenses may be returned for refund or exchange only: (i) if authorized in advance by the manufacturer; and (ii) if returned within thirty (30) days of invoice date.

### 2. Customer Shipment of Returned Merchandise

• **Return Merchandise Authorization (RMA) Number:** No returns of any type will be accepted by Seller unless accompanied by a RMA number, which Customer may obtain by providing the following information to DI Customer Service:

1. Customer Name
1. Invoice Number
2. Product Serial Number
3. Detail of Product Issue

Customer has five (5) days to return a product after the applicable RMA has been issued. Data Technology Group reserves the right to refuse any **UNAUTHORIZED** returns: those that occur after the five (5) day period or those involving products that are unaccompanied by valid RMA's.

• **Returned Products Must Be Complete:** All products **MUST BE** returned one hundred percent (100%) complete, including all original boxes, packing materials, manuals, blank warranty cards, any/and all accessories provided by the manufacturer. Data Technology Group reserves the right to refuse the return of incomplete products and/or charge a minimum twenty percent (20%) restocking fee for returns that are accepted.

• **Responsibility for Shipping Costs:** Customer is responsible for **ALL** cost of shipping returned items; Seller is responsible for the cost of shipping replacements, and exchange of returned items and will match Customer's shipping method.

• **Customer Shipping Insurance:** Customer is strongly advised to purchase full shipping insurance to cover loss and damage in transit of returned items, also carrier and shipping method to provide proof of delivery. Seller is not responsible for loss of shipment during transit.

### **3. Merchandise Damaged in Transit**

• **Refusal/Receipt of Damaged Products:** If a package containing items purchased from Seller arrives at Customer's address **DAMAGED**, Customer should **REFUSE** to accept delivery from the carrier. If Customer does accept delivery of such a package, Customer must: (i) note the damage on the carrier's delivery record so that Seller may file a claim; (ii) save, as is, the merchandise AND the original box and packaging it arrived in; also (iii) promptly notify Seller either by calling DI Customer Service or by contacting the Seller Account Manager to arrange for carrier's inspection and pickup of damaged merchandise. If Customer does not so note the damage and save the received merchandise and does not notify Seller within fifteen (15) days of delivery acceptance, Customer will be deemed to have accepted the merchandise as if arrived undamaged, and Seller's regular return policy, as described in sections 1 and 2 above, and all current manufacturer warranties and restrictions will apply.