

Koi Computers

Return Authorization Policies and Procedures

Please Note:

KOI COMPUTERS WARRANTS PRODUCTS TO THE ORIGINAL PURCHASER. IF YOU BOUGHT FROM A RESELLER, YOU MUST RETURN THE PRODUCT TO THE PLACE OF PURCHASE.

In the event products received from Koi Computers are found to be defective the following return procedures apply.

1. Call the technical support section at 630-627-8811. Be prepared to give the following information:
 - a) Invoice Number
 - b) Part Number
 - c) Model Number
 - d) Serial Number
 - e) Brief Description of the Problem

2. All main boards and system parts have a 1 year warranty (10 day functional for CPU*) from date of invoice. If a problem occurs and can not be resolved over the telephone, you will be asked to fax a copy of the Koi Computers invoice to 630-627-8877. An RMA number will be issued to you. (Being unable to provide a copy of the invoice may cause you a delay/rejection in issuing your RMA Number). The RMA number will be valid for 10 working days. Products returned for credit, when replacement** is available, are subject to a 15% restocking fee (based on current market price).

3. Repack the equipment in it's original container. Be sure to include all parts, manuals, packing materials, copy of the invoice and a short description of the problem (Be sure to include your name and daytime telephone number). Prominently display the RMA number on the box.

4. Ship the box at your expense to:

Koi Computers
200 W. North Avenue
Lombard, Illinois 60148
Attn: RMA Department

5. Once product is received at Koi it will be inspected to ensure all requirements of line #3 have been carried out. Any products not adhering to line #3 will be refused at the dock. Any physical damage voids all warranty coverage.

6. The product will then be tested for the stated problem. If the problem is evident, the product will be repaired, replaced** or disallowed at the sole discretion of Koi Computers in accordance with our current company policy, manufacturers requirements and length of time from date of invoice. Koi Computers is not responsible for damage caused by customer's misuse, neglect or inability to use product for other than it's intended purpose. Furthermore, Koi Computers will not service any equipment that has been upgraded or altered from it's original sold condition unless, approved Koi parts were utilized and installed by an authorized Koi technician or agent. Koi will not be responsible for any loss of data due to inoperable storage devices, software or viruses. Koi Computers will not be held responsible for any loss of income experienced by the purchaser, personally or professionally, due to: incompatibility with any other equipment/software, inoperable systems or failed products. Software purchased with systems and installed by Koi, will be limited to 30 days of telephone support and only to the extent that verifies software is working properly. Opened software returned to Koi for any reason will not be accepted for refund. If the software is found to be defective you will be given replacement only.

7. Any repaired or replaced product will be shipped back to the customer at Koi's expense by standard ground transport unless other arrangements have been made and approved in advance.

8. The customer has the right to request RMA or service work be performed directly from the manufacturer or approved agent. In the event the customer chooses to take this course they will be given the proper information and procedures to follow.

9. In the case of "Dead-On-Arrival" (DOA) products, Koi Computers must be called within 5 working days from delivery to receive an RMA number. As with regular RMA, the number will only be valid for 10 working days. If product is received after 10 working days it will be rejected at the dock without further action.

10. Service Charges

Hourly Labor Rate:	\$65.00 (One Hour Minimum)
	\$150.00 (One Hour Minimum) for Network Engineer
Items Returned for Service Without Defect	\$65.00
Non-Koi Products	\$20.00 (Handling Fee)
Refused Shipment	Shipping Costs plus \$20.00

*Manufactured boxed CPU products come under a different warranty. Contact your representative for details.

**When an item is replaced Koi retains the right to use the same or like product of equal or better value.