

APLEX USA Limited Warranties and Return Policy

Warranty Period

Effective January 1st 2005, System products purchased from APLEX USA carry a 15-month limited warranty for contracted distributors, and a 12-month limited warranty for all other customers. You may contact an APLEX USA staff member to verify the warranty status of an item at 412-257-2620. The warranty will be void if a product has been subjected to conditions beyond normal wear and tear. Also, warranty is void if mishandling, improper use, and products damaged due to improper or inadequate packaging when return for RMA purpose. A repair fee must be paid in order to have a non-warranty item repaired and it will automatically receive extend 3 months warranty on its parts that have been repaired only.

In warranty freight charge (including extended warranty): APLEX USA offer one-way ground charge for in warranty RMA repairing, customer pay one way charge by shipping to APLEX USA service center.

30 days total satisfaction return policy

A Return Merchandise Authorization Number must be obtained from our staff prior to returning for credit.

We value our relationship with our customers and want to make sure that they are satisfied with their purchases. **APLEX USA provides a 30-day money back guarantee on our products (special-order items, discounted items, customized items, and quantity orders (2 and up) are excluded).** Under this policy, you may return APLEX USA products that you purchased directly from APLEX USA for credit or a refund of the purchase price paid, less shipping and handling fees and applicable restocking fees as follows. All returns must have proof of purchase or a copy of original APLEX USA invoice. To return products, download a **Return Merchandise Authorization (RMA)** form directly from below link, and fax back to us at 412-257-2649. RMA number expires ten (10) days after the original issuance date. Returns are only acceptable in "NEW" condition. They must be in their original packaging, including anti-static bags, etc. All manuals, cables, and other accessories must also be returned. Any missing items found will result in a restocking fee. Damaged items are not accepted. For any return items or packages customer will be responsible for tracking the shipment of the return to insure that it has been delivered.

31~60 days return policy

Return for credit is subject a **25% restocking fee if return within 31~60 days** from the date of shipping. Customer is responsible for all shipment costs. All returns must have proof of purchase or a copy of original APLEX USA invoice. To return products, e-mail or call APLEX USA customer service to receive a **Return Merchandise Authorization (RMA) Number**. Returns are only acceptable in "NEW" condition. They must be in their original packaging, including anti-static bags, etc. All manuals, cables, and other accessories must also be returned. Any missing items found will result in a restocking fee. Damaged items are not accepted

60+ days return policy

No credit will be issued after 60 days from the date of shipping.

Cross-Shipment policy

It is possible to obtain a replacement (cross-shipment) during the first 60 days of the purchase, if the products were purchased directly from APLEX USA and if the product fails to function upon initial arrival. These are the only conditions in which a replacement product is provided.

Products must **not** be damaged, altered or marked. Customers' need to return "complete package" (includes software CD, Software product key sticker, accessories, manuals, cables, etc). APLEX USA ships out the product by 3-day delivery if the product is currently available. The customer may pay the price difference for an alternate shipping method.

If a cross shipment is required, a RMA number must be obtained before returning the defected items. Please highlight Cross Shipment and the RMA number (if known) on the replacement purchase order to avoid any misunderstanding or error. You must return the defective items back to APLEX USA within 10 days in order to receive credit. Customers pay one way charge by shipping to APLEX USA service center.

Out of warranty service

Customer pay 2-way freight charge and repairing labor cost (initial service charge \$80 and \$80/per hour for each additional hour) plus material cost. Average turn around time is around 3 weeks.