



General Return Policy

February 14, 2007

Overview:

This document outlines the Consultedge policy regarding the return of either defective or non-defective merchandise. This document is suitable for general distribution.

Policy Statement:

Returns General Information:

1. There are two (2) basic types of Returns:
 - a. Defective
 - b. Non-Defective
2. All Returns **must** be pre-authorized through the Client Services Department. Customers, Sales Representatives/Managers, Project Managers, and Technicians may request an RMA#
 - a. By calling 800-626-2515
 - b. By emailing support@consultedge.com
3. To request a Return, the following information is required:
 - a. Customer Name
 - b. Originating Service Order Number (and/or Invoice Number, if known)
 - c. Material Code
 - d. Item Description
 - e. Serial Number
 - f. Nature of Problem/Reason for Return
4. Concealed Shortages must be reported within **five (5) business days** of receipt of goods. After **five (5) business days**, product cannot be replaced or returned.
5. Consultedge will charge the Customer for all replacement parts. Return Instructions will be provided, and a credit will be issued when the Customer returns the item to Consultedge. All credits are subject to Management Approval.
 - a. Free Freight for eligible replacement orders
 - b. Shipping Labels may be provided by Client Services with the Return Instructions to facilitate prompt return of parts.
 - i. Exception: when a technician is involved
6. Consultedge reserves the right to refuse certain items as returns. Examples include, but are not limited to:
 - a. Software Licenses, Rights to Use (RTU)
 - b. Headsets
 - c. Non-Defective items in open boxes
 - d. Configured products
 - e. PCs configured in the Consultedge lab
 - f. Product that is discontinued or obsolete
7. Boxes must be clean and unmarked. All returns are required to be double boxed when shipping.
8. Consultedge reserves the right to refuse any item received by our Warehouse.
9. Product will be returned to the Customer at the Customer's expense should the product be found in other than sellable condition.
10. RMA# must be clearly indicated on the shipping label. Please note that all products received without an RMA# will be returned to the Customer unopened and at the Customer's expense.
11. When returning product to Consultedge, ship to:

Consultedge, Inc.

RMA# _____

9 Whippany Road, B2-7

Whippany, NJ 07981



Defective Returns Additional Information:

1. For non-complex equipment, Consultedge will do a like-for-like replacement.
2. All returned equipment must be received by Consultedge within **five (5) business days** of obtaining the RMA#, otherwise a processing fee of 10% will be charged. Any returns received by Consultedge after **ten (10) business days** will not be accepted by Consultedge and will be returned to the Customer at the Customer's expense.

Non-Defective Returns Additional Information:

1. NO open box returns on Non-Defective products. Product box must be clean and undamaged, with no usage marks of any kind. All equipment must be double boxed for shipping.
2. Customers have **five (5) business days** from date of invoice to request a Non-Defective Return.
3. All returned equipment must be received by Consultedge within **five (5) business days** of obtaining the RMA# otherwise a processing fee of 10% will be charged. Any returns received after **ten (10) business days** will not be accepted by Consultedge and will be returned to the Customer at the Customer's expense.
4. A restocking fee of 25% will be charged for returns resulting from Customer error.
5. Credit will be applied to the Customer's account when the product is received and accepted by Consultedge Management.

Out of Policy Returns:

Exceptions to this policy may be made at the sole discretion of Consultedge Management.

Glossary:

WARRANTY: Consultedge defines its warranty to the end user as a period of one (1) year from the date of purchase of new equipment from Consultedge and as a period of ninety (90) days from the date of purchase of refurbished equipment from Consultedge. Hardware is covered on a break/fix basis during the warranty period.

POST-WARRANTY: Consultedge defines its post-warranty to the end user as the period starting immediately after the applicable warranty period ends. Hardware is only covered during the post-warranty period if the Customer has purchased a Consultedge Service Agreement. Hardware is then covered based on the specific terms of the Customer's contract.

RMA#: Returned Merchandise Authorization Number. The number provided by Consultedge Client Services if a request for a return is approved. The RMA# must be clearly indicated on the return shipping label and should be referenced in all correspondence between Consultedge and the Customer regarding that specific return.