

MWI Limited Warranty Policy

MWI warrants its line of Creation™ computer systems to be free from defects in material and workmanship for a specific warranted period as stated below, from the date of original purchase from MWI computer, Inc. This warranty is contingent upon proper use of the product in questions and does not cover products which have been modified or which have been subjected to unusual physical or electrical stress. Warranty for third party hardware and software, if any, is subject to the third party's warranty policy. Please refer to the following for length of warranty for MWI's product line.

Service Under Warranty

If this product fails to be in good working order during the warranty period (or specific period of time as noted above), MWI will, at its option, repair or replace the product. Repair parts and/or replacement products may be either new or reconditioned at MWI discretion. The limited warranty does not include service or repair for damage from improper installation, abuse or modifications to the product not approved in writing by MWI. Any service repair outside the scope of this limited warranty shall be at MWI or its Authorized Service Provider's rates and terms in effect. This warranty is valid only within the United States.

Obtaining Warranty Service

When a problem occurs, first call the location where the product was purchased to see if the problem may be resolved without returning it. If the system must be returned, the direct buyer should contact the MWI Service Department. Proof of purchase, serial number and purchase date of product must be provided before any warranty service can be performed.

Exclusions from MWI Limited Warranty Programs

All other expressed and implied warranties for this product are hereby disclaimed. If this product is not in good working order as warranted above, MWI sole and exclusive remedy shall be repair or replacement as stated above. In no event will MWI be liable to the customer or any third party for any damages in excess of the purchase price of the product. This limitation applies to damages of any kind including any direct or indirect damages, lost profits, lost savings or other special, incidental or consequential damages. This holds true for situations even if MWI or an authorized MWI representative or dealer has been advised of the possibility of such damages or consequential damages for some products, so the above limitation or exclusion may not apply to you. MWI authorized resellers and service providers/partners may be changed, added or deleted, without notice or liability. MWI disclaims any authorized resellers and service provider/partner to the program. This warranty gives you specific legal rights and you may also have other rights, which may vary from state to state.

How to contact the MWI Service Department

Comprehensive information can be obtained from our website, including detail service options, product FAQ's, drivers, BIOS update downloads and troubleshooting by logging into www.mobileworkstations.net and visiting the Service & Support Section. Or simply call our Help Desk 1-866-96-MOBIL (1-866-966-6245).

RMA Policy:

- Return for Credit is allowed within 30 days of invoice date.
- Parts must be returned in original packaging, complete, and in re-usable condition.
- Systems to be returned for credit must call first for RMA credit approval before RMA # is issued.
- Cross shipment items must be returned within **10 days** or your account will be billed.

- MWI will not process requests for customers with outstanding cross shipment items.
- RMA numbers for replacement or repairs are valid for **30 days**. RMA numbers for credit or cross shipment are valid for 10 days. Returned items without a valid RMA number will be refused.
- If MWI does not have the item in stock, MWI reserves the right to hold the defective parts up to 20 days for repair.
- If more than 30 days will required, MWI will inform the customer in writing.

RMA Processing Guidelines:

- Provide complete information on this RMA Form and submit it.
- MWI will verify the RMA request and e-mail you with the assigned RMA number or reason for denial.
- **End-Users** requesting an RMA number must call the Service Dept. to provide a credit card number to complete processing. (Unless they have a credit account in good standing with available funds).
- An RMA Request Form with complete and correct information will be processed within 24 hours.
- Mark the RMA number clearly on the **outside of each returned box** and enclose a **copy of this request form**.

MWI Terms & Conditions of Sales

PAYMENT: Invoices are due and payable in accordance with the terms listed on the front of this invoice. An interest charge of 1.5% per month will be added to past due accounts.

DELIVERY: Unless otherwise noted, delivery will be made FOB MWI to be paid by purchaser. Risk of loss passes to the purchaser upon delivery by MWI to the common carrier.

SOFTWARE SALES ARE FINAL: All software sales are final. MWI will not refund money or exchange any software purchased.

****Customers must pay for all shipping charges for any item returned to MWI****

RETURN MERCHANDISE AUTHORIZATION (RMA): In order to obtain service on your equipment, an RMA number must be obtained from MWI. You may request RMA numbers by calling or emailing our Service Department.

RETURNS: Product must be in their original packing and returned through prepaid freight. Write the RMA# clearly on the outside of the box and on the mailing label. Returned products must include all accessories as originally shipped with the product. Returns without the RMA number written clearly on the outside of each box will be refused.

CREDIT: Return for credit items must be received by MWI within 30 days of the invoice date. According to item condition, a minimum 20% restocking charge may apply, unless otherwise noted by MWI.

CROSS-SHIPMENT: RMA numbers are valid for 10 days. Any delay return on cross-shipping items will incur a delay freight charge and will cause a hold on any new cross-shipment requests.

**** Any merchandise for return or exchange must be approved by MWI ****

NOTE: We request that all items for return be tested at your end, prior to shipping. If we find that the product is not defective, you will be responsible for all shipping charges. If MWI, does not have the item in stock at the time, we reserve the right to keep the defective merchandise from one to thirty days for repair or exchange. We will advise you in writing should we require additional time due to product constraints or changes.