

General Returns Guidelines:

RMA approvals are subject to meeting Eastern Data's guidelines and manufacturer's warranty where applicable.

Reasons for Return:

- **DOA (Dead On Arrival)** DOA is considered when product does not work on arrival. DOA is considered only when claimed within a reasonable amount of time, 14 days from date of invoice for Lenovo systems and notebooks, and GeoVision surveillance products (after 14 days it would be considered a repair by the manufacturer) or 30 days for stock items (after 30 days a case number must be obtained from the manufacturer).
- **Defective products.** Must be without physical damage and be within warranty dates. Detailed description of product defect must be provided for RMA approval.
- **Wrong product orders.** Items that are EDI stock products that were ordered wrong will be considered for return and subject to a 15% restocking fee. Special order items that are not stocked by EDI are subject to manufacturer's discretion and approval for return.
- **Eastern Data does not RMA stock balancing requests.**

RMA returns received without an approved RMA number will be refused or automatically returned to the shipper at your expense. Eastern Data will not be responsible for lost or damaged returns that are returned without having an approved RMA number.

RMA return products must be in reasonable condition (i.e. no stickers that are not manufacturer stickers, no damage, etc.)

Items that arrive with physical damage not sustained in shipping will be returned and the RMA will be voided. If the product is damaged in shipping back to Eastern Data, the customer will need to place a claim with the carrier.

Automatic Voids of Warranty

- Damaged or altered manufacturer serial number or warranty label
- Physical damage due to mishandling by user

BTO System Warranty

During the system warranty period, Eastern Data will repair any defects in material or workmanship, or any failure of the hardware. Warranty repairs will be performed by EDI technicians at our facility.

Under no circumstances will Eastern Data be held liable for the loss of, or damage to data. EDI will not be held liable for special, incidental, or indirect damages resulting from such data loss.

- The customer is responsible for shipping costs when returning BTO system for repair. EDI will pay shipping cost back to the customer.

- The customer is responsible for using the original, or comparable, packaging for shipping (EDI will not be responsible for shipping damages incurred on improperly packaged systems).
- Any replacement part/products shall be new or serviceably used, and are warranted for the remainder of the original warranty.
- The warranty period is not extended as a result of purchasing any additional parts/products from EDI, or upgrading the purchased computer.
- The customer must promptly notify EDI if there is a defect in material or workmanship.
- EDI must receive notice of all service requests before the warranty period expires.

EDI reserves the right to substitute functionally equivalent new or factory certified used parts. EDI's responsibility is limited to repair or replacement.

The Warranty covers only hardware defects arising under normal use, and does not include the following: malfunctions or failures resulting from misuse, abuse, neglect, alterations, issues with electrical power, usage not in accordance with production instructions, use of incompatible devices or accessories, improper or insufficient ventilation, acts of nature, improper installation, repairs necessitated by software problems, or repairs made by anyone other than EDI or the purchaser with the assistance of technical support from EDI. Contact support at techsupport@ediatlanta.com