

RETURN POLICY

Howard Technology Solutions (HTS) return policy is provided as shown. Any request must be made within the time frame outlined for the respective reason for return. Product return requests to HTS after the designated period will not be processed.

Restocking Fees:

A 15% restocking fee may be charged on any hardware, accessories, peripherals, parts and on electronically delivered software that has not been downloaded. If the merchandise is defective or the return is a direct result of a HTS error, the restocking fee will not apply.

Software and Consumables

OPENED SOFTWARE, CONFIGURE-TO-ORDER, PERSONALIZED, CUSTOMIZED PRODUCTS AND CONSUMABLES (TONER CARTRIDGES, INK CARTRIDGES AND DIGITAL MEDIA) MAY NOT BE RETURNED FOR REFUND, EXCHANGE OR CREDIT. Software licenses purchased under any type of volume purchase agreement or any non-Howard customized hardware and/or software product(s) may not be returned at any time.

Hardware, Parts, Accessories and Peripherals:

Unopened software (sealed in original package), accessories, peripherals, parts only and/or hardware may be returned within twenty-one (21) days from the date on the invoice for a credit or refund of the purchase price paid less shipping and handling and applicable restocking fees. Opened product may not be accepted for return or be subject to additional fees to return the product to a saleable state. HTS has sole discretion on opened items that are not defective or the result of an HTS error as to the return ability of that item. Any request for a return of an opened item that is not defective or the result of an HTS error must be made within 15 days of receipt. Any request for a return of an unopened or opened item that is the result of an HTS error must be made within 21 days of product receipt.

Non- Howard Technology Solutions Branded/Third-Party Products:

HTS makes no warranties for Software, or Non-Howard Technology Solutions branded products. HTS provides such product "as is". If you discover what you believe is a product defect for any third-party product, you may contact HTS within 21 days of receipt of the product for assistance. After 21 days from product receipt, warranty and service is provided by the product manufacturer and not by Howard Technology Solutions. Please note that products sold through the HTS website that do not bear the Howard Technology Solutions brand name are serviced and supported exclusively by their manufacturers in accordance with the terms and conditions packaged with the products. Howard's Limited Warranty does not apply to products that are not Howard-branded, even if packaged or sold with Howard products.

Dead On Arrival (DOA) Products

A Howard-branded hardware product is considered DOA if, within 21 days of receipt it shows symptoms of a hardware failure, preventing basic operability, when you first use it after opening the box. If you believe that your product is DOA, please call HTS Technical Support at 1-888-323-3151 within 21 calendar days of the invoice date. HTS Technical Support will determine whether the product is DOA and will process the request by either:

- **Replacement:** HTS, at its expense, will ship another of the same product.
- **Service:** A pick-up will be arranged with the end user for return of the warranty repair unit. The warranty repair unit will be repaired at an authorized HTS depot facility.

If HTS Technical Support determines that a returned product is not DOA and you have misrepresented a returned product's condition, a handling fee may be imposed.

This DOA policy does not apply to third-party products that do not bear the Howard brand name after 21 days of receipt. You must call the product manufacturer directly with any third-party product issues after that time for assistance.

APO/FPO Addresses

If you're an APO/FPO customer and you're outside the domestic delivery area, the standard Return and Refund Policy applies — with the exception that you're responsible for shipping the product back to a state-side return address, plus handling, customs, and inventory liability. We recommend that you insure your return against loss.

Freight Claims

The recipient of product agrees to report claims for damage, shortage, or errors in material as follows:

- a) Claims for damage and/or shortage caused by shipping must be made by the consignee to the shipper within five (5) calendar days of delivery
 - i. All items in question must be kept in their original cartons and at the original delivery point for inspection by the carrier
 - ii. If notified, HTS will assist the purchaser as possible with the claim
- b) Claims involving shortages or errors will not be considered unless noted on the delivery receipt and reported to HTS within five (5) calendar days of delivery

Restrictions

PRODUCTS PURCHASED FROM A RESELLER SHOULD BE RETURNED TO THE RESELLER FOR REFUND OR CREDIT.

Return Procedures:

To return products, you must contact Howard service and support at 888-323-3151 or visit <http://www.howardcomputers.com/support/contactus.cfm> to obtain a Return Merchandise Authorization (RMA) number within the return policy period applicable to the product you want to return.

You must ship the products to Howard within five (5) days of the date that Howard issues the Return Merchandise Authorization Number. **You must:**

- 1) Ship the product(s), and insure the shipment or accept the risk of loss or damage during shipment.
- 2) The RMA number must be prominently displayed on the shipping label or visible on the outside of the shipping package.
- 3) Return the products in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment.

Merchandise Returns Address:

Howard Technology Solutions
RMA # _____
32 Howard Drive
Ellisville, MS 39437

The refund process takes approximately thirty- (30) days. Upon receipt of the complete returned purchase, Howard will issue a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees. Refunds will be refunded to the original form of payment and only to the buyer of the product listed on the invoice. HTS is not responsible for any personal data or personal items returned with a product in error.