



PC Wholesale Advanced Exchange Warranty Policy

PC Wholesale (PCW) offers an Advanced Exchange/RMA Warranty policy for the purpose of acquiring replacement parts in advance of a warranty related repair.

Specific procedures must be followed in order to receive full refund for item(s) purchased as advanced exchange.

PCW must be informed at the time the replacement parts are purchased that they are for the purpose of an Advanced Exchange. The item(s) purchased in advanced must meet the requirements of PC Wholesale's standard 1-year parts warranty. Items purchased in advanced must be the same as those being replaced to ensure a full refund upon PC Wholesale's receipt of defective part(s). Item(s) must be returned within 7 business days from the receipt of the replacement part(s). Item(s) returned must be complete including original packaging, manuals, cables, disks, etc. in order to receive a full refund and to avoid a 15% completion fee.

An RMA reference number must be obtained at the time the replacement part is purchased. This number is to be placed on the outside of the return-shipping container or PC Wholesale's receiving department may refuse the item.

Replacement parts purchased are subject to the terms of your account.

PC Wholesale will ship advanced replacement parts at no shipping costs to the customer. Customer is responsible for return shipping charges.

Criteria for Advanced Exchange Warranty

- 1) Items must be in compliance with PCW's standard One-year Warranty.
- 2) PCW must be informed prior to the purchase of the advanced replacement part(s) the intent to use them for the purpose of Advance RMA Exchange.
- 3) Items returned must be complete to avoid a 15% Completion Fee.
- 4) Defective items must be returned within 7 days in order to receive a full refund.
- 5) If items are shipped, the RMA number must be present on the outside of the box to ensure that PCW's receiving department does not refuse shipment.
- 6) Advanced Exchange may be subject to the approval of PC Wholesale's Technical Department