



## OSI Global IT | Return Policies and Procedures

### Our Goal: Unequaled Customer Service, Always

We make it easy to get problems solved, restore operations, and to make things right

#### **Equipment Return Procedures**

The following procedures apply to all Customer returns of (i) non-defective Equipment within thirty (30) days of delivery (“Non-Warranty Returns”), (ii) defective Equipment within one (1) year from the date of delivery (“Advance Replacement Returns”), (iii) defective Equipment after one (1) year from the date of delivery (“Lifetime Warranty Returns”), and (iv) defective Equipment within ninety (90) days from the date of delivery where the Equipment was purchased by a wholesale Customer for the purpose of resale (“Wholesale Warranty Returns”).

- All returns are subject to the return and warranty provisions of OSI’s Standard Terms and Conditions. Capitalized terms not defined herein shall have the meanings given to them in the Standard Terms and Conditions.

#### **Procedures Applicable to all Returns**

Prior to returning any Equipment, Customer must contact its OSI account representative. OSI will attempt to troubleshoot and resolve any problems reported by Customer. If the problems cannot be resolved, OSI will issue a return merchandise authorization (“RMA”) number. Customer will be responsible for repackaging the Equipment in a manner which fully protects it from damage during shipping and arranging for shipping to the location designated by OSI. Customer must include the RMA number on the shipping label.

- All Equipment must be returned in the same condition in which it was originally delivered, reasonable wear and tear excluded.

### **Non-Warranty Returns**

- All Non-Warranty Returns must be received by OSI within thirty (30) days of the date of the original delivery to Customer.
- Shipping costs for Non-Warranty Returns will be paid by Customer.

### **Advance Replacement Returns**

- Upon the issuance of a RMA number for an Advance Replacement Return, OSI will send Customer a label for shipping by UPS, FedEx or other provider of OSI's choice.
- All Advance Replacement Returns must be received by OSI within fourteen (14) days of the date that the replacement Equipment is delivered to Customer.
- If an Advance Replacement Return is not received by OSI within fourteen (14) days of the date that the replacement Equipment is delivered to Customer, Customer will be charged the full purchase price for both the original Equipment and the replacement Equipment.
- Shipping costs for Advance Replacement Returns will be paid by OSI.

### **Lifetime and Wholesale Warranty Returns**

- Upon the issuance of a RMA number for a Lifetime Warranty Return or a Wholesale Warranty Return, OSI will send Customer a label for shipping by UPS, FedEx or other provider of OSI's choice.
- All Lifetime and Wholesale Warranty Returns must be received by OSI within fourteen (14) days of the date that the RMA number is issued by OSI.
- If a Lifetime or Wholesale Warranty Return is not received by OSI within fourteen (14) days of the date that the RMA number is issued by OSI, Customer shall not be entitled to return the Equipment for replacement under warranty unless Customer first obtains a new RMA number from OSI.
- Shipping costs for Lifetime and Wholesale Warranty Returns will be paid by OSI



### **About OSI Hardware**

OSI Hardware is a leading supplier of pre-owned, surplus and new in-box IT infrastructure hardware for organizations seeking to break free from the constraints imposed by outmoded and self-serving OEM business practices. Our expertise and strong partnerships within the secondary market empowers our customers to avoid unnecessary expenditures, minimize complexity, and maximize the buying power of their IT budgets. OSI Hardware's massive inventory of name brand routers, switches, servers, optics and cabling manufactured by Cisco, Juniper, Brocade and dozens of other vendors are consistently priced at 10% to 40% less than any available OEM price discounts. Our global reach and dedication to ensuring technology serves the business requirements of our customers has made us the "go-to" technology resource for clients here in the U.S. and Canada, and across the globe.

For more information, call 1-866-602-4674 or visit [www.osihardware.com](http://www.osihardware.com).

**For immediate product and pricing information, call 1-866-602-4674.**

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