



QMS Registered to ISO 9001:2008
Certificate No. 10001977



Manufacturer of Cables and Electronic Assemblies

16041 Flight Path Drive, Brooksville, FL 34604-6852

Tel: (352) 796-1716 Fax: (352) 796-0789

www.ictcusa.com

MBE

Minority Owned Business Enterprise

FMSDC Certified #557919

ICTC Limited Warranty on OEM Assembled Products

ICTC provides a limited warranty that extends only to the original purchaser.

Please note that any warranty services or questions must be accompanied by the order number from the transaction through which the warranted product was purchased. The invoice number serves as your warranty number and must be retained. ICTC will offer no warranty service without this number.

ICTC warrants this product and its OEM parts against defects in materials or workmanship for one year labor and one year parts from the original ship date with the following exceptions:

1. ICTC will support all components that are branded and/or serialized within the assembly to the extent of that manufacturer's own warranty, whether that warranty is less than or more than one year.

During this period, ICTC will repair or replace defective parts with new or reconditioned parts at ICTC's option, without charge to you.

Shipping fees incurred from returns for under-warranty service in the first 30-days will be paid by ICTC. All shipping fees both to and from ICTC following this 30-day period must be paid by the customer. All returns, both during and following the 30-day period, must be affected via the Procedures for Obtaining Warranty Service described below.

All original parts (parts installed by ICTC at the original system build) replaced by ICTC or its authorized service center, become the property of ICTC. Any after-market additions or modifications to the original equipment will not be warranted.

ICTC makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this OEM Product other than as set forth below.

ICTC makes no warranty or representation, either express or implied, with respect to any other manufacturer's product within this OEM Product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

Except as provided below, ICTC is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the OEM Product. Under no circumstances shall ICTC be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of this OEM Product.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.



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Warranty Conditions

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products produced and/or sold by ICTC.
2. This warranty covers only normal use of this OEM Product. ICTC shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized ICTC representative; (iv) damages incurred through irresponsible use, including those resulting from viruses or spyware, overclocking, or other non-recommended practices.
3. You must retain your bill of sale or other proof of purchase to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.
5. ICTC and/or its Authorized Service Center(s) accepts no responsibility for any software programs, data or information stored on any media or any parts of any products returned for repair to ICTC.
6. All pre-installed software programs are licensed to customers under non-ICTC software vendor's term and conditions provided with the packages.
7. This warranty does not cover any third party software or virus related problems.
8. ICTC makes no warranty either expressed or implied regarding third-party (non-ICTC) software.

Procedures for Obtaining Warranty Service

RMA (Returning Merchandise Authorization) Policy:

If repairs are required, the customer must obtain a RMA number and provide proof of purchase. RMA and services are rendered by ICTC only. Any shipping costs after 30 days (starting from the original date of purchase) on any item returned for repair is the customers' responsibility. All returned parts must have a RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without a RMA number written on the outside of the package. RMA numbers are only valid for 30 days from the date of issue.



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Should you have any problems with your OEM Product, please follow these procedures to obtain the service:

1. Please contact ICTC Customer Service Department and provide the ICTC invoice number, your PO number and Serial number of the OEM Product with a description of what is wrong.
2. If the OEM Product must be repaired, a RMA number (Return Merchandise Authorization Number) will be issued for shipment to our repair department. Please follow the instructions given by ICTC technical support staff to ship your OEM Product. ICTC will not accept any shipments without a RMA number.
3. Pack the OEM Product in its original box or a well-protected box, as outlined in the Return Shipping Instructions. ICTC will not be responsible for shipping damage/loss of any product that is not properly packaged according to the sensitivity of the OEM Product(s). It is very important that you write the RMA number clearly on the outside of the package. Ship the OEM Product with a copy of your invoice or packing slip with a description of the problem(s), and the RMA number you have obtained to:

ICTC

RMA# _____

16041 Flight Path Dr.

Brooksville, FL 34604

4. Upon receiving the OEM Product, ICTC will repair or replace the OEM Product (at ICTC's discretion) and will ship it back to you within 2 weeks (dependent on parts availability) via FedEx ground service.
5. ICTC will pay for shipping to and from the customer only within the first thirty days following the original product ship date. Following this 30-day period all shipping fees both for under warranty and post warranty repairs are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from shipping as well as all responsibility to pursue remuneration for such issues with their selected carrier.

After One-Year Warranty – Post Warranty Repair

For post warranty repair, the procedure is the same as outlined above for RMA and shipping. However, you are responsible for shipping charges both ways, current labor (\$75 per hour if not under warranty), and the current price of part(s) used in repair.



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Warranty Exclusions

ICTC does not offer technical support for any software including installed OS or other programs. Technical support should be pursued through channels offered by the software's individual tech support. ICTC accepts no liability for problems caused by after-market software or hardware modifications or additions. ICTC is not responsible for giving any technical support concerning the installation or integration of any software or component the customer did not pay ICTC to install. ICTC is not responsible for loss of data or time, even with hardware failure. Customers are responsible for backing up any data for their own protection. ICTC is not responsible for any loss of work ("down time") caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturers specifications. It will also be null and void if there are indications of misuse and/or abuse. ICTC has the option of voiding the warranty if anyone other than an ICTC technician attempts to service the product. ICTC will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought at ICTC. Under no circumstances will ICTC be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. ICTC will not be held responsible for typographical errors on invoices, repair tickets, or on our website. ICTC makes every effort to make sure all information on our website is correct.