



124 Heritage Avenue, Suite 8
Portsmouth, NH 03801

Tel: 603-433-4411
Fax: 603-433-5040

Origin Micro, Inc. Returned Goods Policy

Please help us simplify handling and reduce paperwork. When contacting your Sales Representative about a return, please provide the following information:

- 1) Reason the product is being returned. Please give complete details.
- 2) Date the product was purchased from Origin Micro, Inc.
- 3) Original Invoice Number must be provided.

The following terms and conditions apply to all returns to Origin Micro, Inc.

- Material may not be returned without prior authorization from your Sales Representative.
- The product must have been originally purchased from Origin Micro, Inc. and verified by serial number.
- Returned goods must be in new, sealed condition and in its original container.
- The amount of credit will not exceed the price on the original invoice.
- All requests for a Return Material Authorization Number must be received within twenty (20) days of Invoice Date.
- All returned goods must be received at Origin Micro, Inc. within fifteen (15) days of RMA Date.
- Returns are subject to a restocking and handling charge as agreed with Sales Representative.
- If the merchandise was “special ordered” by Origin Micro, Inc., return of the product is subject to manufacturer’s willingness to accept the return. If the manufacturer levies a restocking and/or handling charge to Origin Micro, Inc., this will be deducted from your credit.
- Items on special sales, closeouts or discontinued merchandise are normally not returned for credit. We will honor applicable claims for replacement or repair of defective products in this category.
- Origin Micro, Inc. does not offer warranty on any products. The items we sell are warranted by the manufacturer and are subject to their terms and conditions.
- In accordance with ICC regulations, if the items being returned are damaged or lost in shipment, your Company—the shipper—must submit any claim against the carrier.
- A Return Material Authorization Number will not be issued for items returned for over-ordering without signed verification that the product is still in its unopened, original container. All manufacturer’s seals must be intact on items in this category.