

All product returns must meet Promark's return policies in order for Promark to issue a Returns Authorization. Provided Promark has return rights with its manufacturers/suppliers, Promark only accepts the return of products that fall within one of these categories **within THIRTY (30) DAYS from the date of Promark's invoice:**

- **Factory Sealed (in fully resellable condition - i.e. no stickers, markings, etc.)**
- **Defective or Dead on Arrival (DOA)**

**IF PROMARK DOES NOT HAVE RETURN RIGHTS TO THE MANUFACTURER,
THE PRODUCT IS NON-RETURNABLE.**

Types of returns that you can request from Promark Customer Service:

- **Replacement returns of products DOA**
- **Credit returns of undamaged products** - Credit returns may be available depending on a variety of conditions but must be approved by Promark and have a valid RMA issued. You ship the product; when it is received, Promark credits your account. **May be subject to a 15 percent handling fee.** Custom-configured products cannot be returned for credit.

Products returned for any reason other than Dead on Arrival (DOA) or Defective **must be in resalable condition (no stickers, etc.), complete and unused, and the outer seal must not have been opened or re-taped.** Product boxes that have been opened or re-taped are not eligible for return and will be refused and returned back to the customer.

All eligible returns will receive a Credit that will be issued at current pricing or original purchase price, whichever is lower, for use toward future purchases.

For your Returns Authorization to be issued and honored, your Accounts with Promark must be current.

Products Returned Without a Valid Returns Authorization: Products not authorized for return may be returned to you at your expense or Promark may, in its sole discretion, issue a credit for the last purchase price, or the current price or the cost of goods less a 15 percent handling fee. Promark will not be liable for any loss or damage to these products.

Custom Orders/Products Returns Not Allowed: All orders that require configuration or assembly of product to meet customer specifications are non-cancelable and may not be returned to Promark. These orders are custom built to meet a specific customer's need and may not be canceled. The customer is responsible for the full payment of the order once a purchase order has been sent to Promark.

Additional Products Not Eligible for Returns:

- End-of-Life Products
- Original Equipment Manufacturer (OEM) Products

Refusal of Orders: Refused orders may be subject to a cancellation fee. Call Customer Service at 800-634-0255 before refusing any shipment. Failure to call Customer Service may result in credit refusal, and products will be returned to you at your expense.