

# Terms and Conditions

## 1. Return Policy

1.1. **Defective Product:** To return defective Product during the Warranty period, a Return Merchandise Authorization ("RMA") number must be requested from Microboards Technical Support at (952) 556-1639 prior to returning any Product to Microboards. Microboards will require the following information in order to process the request for an RMA:

- a. Company name, telephone and fax numbers, and name of a contact person
- b. Original invoice number for the Product to be returned
- c. Item number, description, quantity, and unit price
- d. Explanation of the problem with the Product and reason for return

RMA numbers issued by Microboards will only be valid for fifteen (15) days from the date of issue. The RMA number must be prominently displayed on all shipping cartons containing returned Product.

For defective Product which is being returned for Credit or Replacement, the Product must be shipped to Microboards freight pre-paid in the original packaging and must include all accessories, manuals, and packing material. Defective Product which is returned for Repair must include only the item(s) for repair. Microboards will not be responsible for return of non-defective accessories or other material after completion of any repair(s) of defective Product. Microboards will not be responsible for any non-warranty damage caused to the Product prior to its return to Microboards.

1.2. **Non-Defective Product:** Non-defective Product returned to Microboards for Credit must be shipped to Microboards freight pre-paid in the original packaging and must include all accessories, manuals, and packing material. A fifteen percent (15%) restocking fee will be charged for all non-defective Product returned in good condition within thirty (30) days of the original invoice date. No refunds will be made for product returned after thirty (30) days from the date of the original invoice. Microboards will not be responsible for any non-warranty damage caused to the Product prior to its return to Microboards and will not refund or credit any freight paid to return the non-defective product.

All decisions regarding any refund will be made by Microboards Technical Support at its sole discretion.

2. **Pricing.** All products will be shipped at the price in effect as of the date of shipping. Microboards reserves the right to change the prices of the product without prior notice.

3. **Payment.** Upon shipment, Microboards will invoice for the order(s) shipped. The invoice will include the price of the shipped product and the costs of shipping. Payment in full will be due within thirty (30) days of the invoice date unless otherwise explicitly stated by Microboards. Payments may be mailed to Microboards at SDS-12-2552, PO Box 86, Minneapolis, MN 55486-2552.

4. **Interest on Outstanding Invoices.** Unpaid Invoices will accrue interest at the maximum rate permitted by Minnesota law up to and including 18% per annum where allowed.

5. **Collection Costs.** In the event that any demand, suit, or action is necessary to collect any outstanding invoice amounts due, Microboards may additionally recover all costs of collection, including reasonable attorney fees. A thirty dollar (\$30.00) service charge will be assessed on any returned check.

