

## PRODUCT RETURN POLICY

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### Purpose

To describe the product return process of tested reusable equipment and components from customers.

### Responsibility and Authority

The Management Rep shall have the responsibility and authority to ensure conformance to the activities described in this policy.

### 1. RETURN MERCHANDISE AUTHORIZATION (RMA) POLICY

- Please complete the **MSG-096 Product return request form**, listing serial number, PO #, or invoice #, along with a detailed description of the problem for each asset, and email it to [returns@mainstream-global.com](mailto:returns@mainstream-global.com). Any missing or incomplete information will cause delays in the process.
- All RMA's issued will initially be for replacement only, but if replacement is not available, then a credit memo will be issued which can be applied to future purchases. Please note our inventory stock volumes vary and depending on the availability of the model requested delays may occur to ensure the exact replacement is provided to the customer. This rarely occurs but we like to disclose to set the correct expectation.
- On RMA replacement requests, please note that we cannot replace an item until we have received the defective item in our warehouse. All items received require time to be verified and tested through our technicians.

### 2. PACKAGE RETURN

- The RMA number must be clearly displayed outside the box, and the unit must be accompanied by all the accessories (manuals, cables, etc.) that were part of the original sale. Products must not have been tampered with or attempted to be repaired. Additionally, all original manufacturer labels must be intact and not damaged. Products with a security seal must have the seal intact and not tampered with.
- Mainstream Global will not be responsible for items lost or damaged in transit back to Mainstream Global (MSG) unless MSG is responsible for freight charges. Postage and handling and any customs fees to and from our warehouse will be paid by the customer and are non-refundable. At our discretion, MSG may reimburse shipping charges related to the return or exchange of a defective product inside the US only at the manager's discretion only on a case-by-case basis.
- Any RMA package(s) with COD or unauthorized use of Mainstream Global shipping account may be refused.
- The RMA number is valid for 30 days from the date of issuance. Packages received after this period may be refused and returned to the sender.
- Please note that we reserve the right to inspect and test all products. Any product found to be non-conforming will be rejected.

### 3. WARRANTY

- Unless otherwise specified, the manufacturer covers warranty on all peripherals, including hard disk drives. Mainstream Global will not accept returns on these products unless other

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*Approved by: Senior Management*

terms have been offered or agreed upon at the time of order with your sales representative at the time of order.

- All new CPUs come with a 15-day warranty for replacement only.
- All memory modules come with a 15-day warranty for replacement only.
- At any time a manufacturer does not honor their warranty, Mainstream Global will only provide a warranty through the original period agreed upon and stated on the original purchase order.

Document Revision History			
Version (V)	Description of Change	Date	Reviewed By:
0	Document creation	Jan. 1 <sup>st</sup> , 2015	Senior Management
1	Requirements related to RMA policy, package return, and warranty are specified.	Dec. 09, 2021	US Team
2	It was added the email <a href="mailto:returns@mainstream-global.com">returns@mainstream-global.com</a> for product returns	Jan. 31, 2021	US Team
3	Added return terms for products sold online	July 21, 2022	US Team
4	Terms related to the return of products sold online have been removed.	Nov 06, 2024	US Team