

CompuExpert POLICY

Video Game Services and Support

Superior Service before and after the sale, that's what you experience when you shop with Compuexpert.

Order by Phone: Monday - Friday, 8:30 AM to 5:00 PM PST 1-877-599-7378

Order by Fax: 24-hour FAX line 949-609-1690

Order online: <http://Compuexpert.com/>

ONLINE ORDERING

The most comprehensive Web site in the industry, Compuexpert.com offers flexible and powerful product searching, an easy-to-use interface, real-time pricing and inventory levels, and loads of special features and personalized options designed to increase your productivity every day. Here are just a few of the online resources available to you:

- Advanced Search Capability with refinement options
- Extensive Product Information and Galleries
- Online Payment Options
- Backorder Notifications
- Reseller Resources
- Downloadable Content
- Personalized Watch Lists

PERSONAL ACCOUNT REP.

COMPUEXPERT supplies each of our customers with a well-trained account-dedicated sales rep, available to answer your questions, assist you with ordering and handle any problems you might encounter. Our advanced call center technology assures fast attention to your phone call. COMPUEXPERT sales specialists have an extensive product database at their fingertips with complete product specifications, compatibility notes and manufacturer information. Call for help with bids, special-order configurations, price allowances, credit issues, drop shipping, industry information and more. COMPUEXPERT reps are knowledgeable, friendly and here to help you succeed.

CREDIT

COMPUEXPERT offers a wide assortment of payment options and credit support including: COD, Net Terms, Electronic Funds Transfer, COD Company Check/Cash/Certified Funds, Prepay, Visa/MasterCard/ Wire Transfer.

RETURNED CHECKS

Customers with checks returned because of insufficient funds will be assessed a \$25 service charge and are required to immediately wire transfer the amount due.

TAX REQUIREMENTS

New dealers MUST furnish a resale certificate or be billed tax until the certificate is received. All items sold for personal use must be taxed; even if the individual has a sales tax number on file with COMPUEXPERT. Shipments may not be released until this document is received. Ask your COMPUEXPERT rep for state requirements.

SHIPPING & FREIGHT

Orders received and credit approved by 2:00 PM PST time ship same day in most cases. All shipments will ship prepaid ground by COMPUEXPERT on purchase orders over \$200.00.

Large heavy or bulky items may incur significantly higher freight charges than are shown. Please contact your COMPUEXPERT Sales or Customer Service Representative for more information.

BACKORDERS

All orders not in stock at time of order will be placed on back order unless purchase order specifies otherwise. Backorders will automatically be filled as the product becomes available. You will be notified only if your backorder has been outstanding for more than (3) weeks. Special orders will be accepted for products which are available through manufacturers we currently carry. All special orders require a hard copy, non-cancelable purchase order and may be subject to certain other restrictions.

DAMAGES

COMPUEXPERT's DOA Policy does not cover any physical damage that your product may incur in transit. If you receive a product that is damaged in transit, follow these instructions:

1. Note any damages on the receipt.
2. Refuse the shipment (if possible) so that it is returned to COMPUEXPERT for freight claim processing. For partially damaged shipments or concealed damage, note damage on receipt and refuse damaged item if possible. If damaged item is accepted via UPS/Fed Ex Ground, contact COMPUEXPERT for freight claim; if via truck/LTL, the receiver is responsible to place the claim with the carrier within 10 calendar days of receipt. Damage claims are the responsibility of the consignee. The shipping cartons, packing and content should be retained in the same condition as received.

DISCREPANCIES

Upon receipt of merchandise, you have three (3) business days to fax or use any other overnight method to reply in writing as to any discrepancies.

REFUSED ORDERS

Dealers will be responsible for a 20% Returns Processing Charge for refused orders in addition to all freight charges. No future orders will be shipped unless this charge is paid.

LOST SHIP

A tracking number will be included with your invoice at COMPUEXPERT. If it has been lost, please contact your sales or credit representative.

DROP SHIP

COMPUEXPERT offers drop shipping to your customers. Drop shipping service is available on Compuexpert.com resource menu

RETURNS

COMPUEXPERT accepts returns at our Lake Forest, CA location only. You must have a Return Authorization (RA) number before returning any merchandise to COMPUEXPERT. Call us directly for your RA number at 1-877-599-7378 (extension 117). Be sure to note our return policies to avoid additional charges.

RA REQUEST

Before returning a shipment to COMPUEXPERT, obtain a RETURN AUTHORIZATION (RA) number. Request an RA number by calling us directly at 1-877-599-7378 (extension 117) or Fax request at 949-609-1690

Have the following information ready:

- Account Number
- Company Name
- Invoice Number
- Model Number
- Serial Number
- Outline of the problem

POLICIES

- DOA/defective products are returned for REPLACEMENT ONLY with the same product/model. Deviations from this policy may result in a 20% Returns Processing Service Charge.
- No returns allowed on open software packages due to copyrights production laws.
- Defective product must be in original factory carton with all original packing materials
- The Return Authorization number must be on the shipping label, not the carton. PLEASE DO NOT WRITE ON THE CARTON.
- Returns must be shipped freight prepaid. Products received without an RA number, freight collect, not approved for return, or in any way not meeting the above criteria, will be refused.
- Return Authorization numbers are good for fourteen (14) days only. Any products returned after the expiration date will be refused.
- COMPUEXPERT credits based on purchase price or current price, whichever is lowest.

ANY DEVIATION FROM RETURN POLICIES WILL RESULT IN THE PRODUCT BEING RETURNED TO YOU WITH NO CREDIT ISSUED.

SPECIAL RETURNS

SplitFish FragFX Add 2 week store return, after that balance up to one year defective warranty return factory direct, RA# must accompany any SplitFish FragFX product lines

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Xbox Software and Accessories - We will accept defective returns up to 30 days from date of invoice. All software and accessories must be returned for same product replacement only. Defective returns can not exceed 1%.

PlayStation Software and Accessories - We will accept defective returns up to 30 days from date of invoice. All software and accessories must be returned for replacement of same product only. Defective returns can not exceed 1%.

Nintendo Software and Accessories - We will accept defective returns up to 30 days from date of invoice. All software and accessories must be returned for replacement of same product only. Defective returns can not exceed 1%.

All other Software and Accessories - We will accept defective returns up to 30 days from date of invoice. All software and accessories must be returned for replacement of same product only. Defective returns can not exceed 2%.

WARRANTIES

Product warranties are provided by the manufacturer. COMPUEXPERT administers the individual manufacturer warranty, which may include returning defective products to COMPUEXPERT, sending products to a factory authorized repair center, or factory direct returns. COMPUEXPERT must abide by the return policies dictated by our manufacturers.

COMPUEXPERT reserves the right to modify the above terms and conditions at anytime without notification of our resellers.

Company:	COMPUEXPERT
Name:	Name:
Title:	Account Representative
Date:	Date:

_____	_____
Authorized Signature:	Authorized Signature: