



**CDI COMPUTER DEALERS Inc.**

## **IMPORTANT WARRANTY INFORMATION**

To obtain support with shipping problems, DOA repairs or general technical service, please contact:

**CDI Customer Service**

Telephone: **1-888-314-4471**

Fax: **1-800-449-5920**

Email: [service@cdicomputers.com](mailto:service@cdicomputers.com)

If a customer service representative is unable to solve your problem remotely, they will provide you with a **RMA** (Return Material Authorization) number. Please, follow these steps to return the product for service:

1. Package the item and clearly identify the RMA number on the outside of the box.
2. Ship the item via courier to:

In the US:

**JSK Distribution**

Attn: CDI COMPUTERS

255 Cooper Ave #106

Tonawanda, NY 14150

RMA#

Shipping charges back to CDI are the responsibility of the customer except DOA or damaged items; CDI will not accept C.O.D. or reverse charges shipments. CDI will pay shipping charges to return repaired or replaced product back to the customer with CDI's courier of choice. Customer is responsible to ensure returned product is properly packaged, preferably in its original packaging, and will be responsible for shipping damage or losses for product being returned to CDI.

***Dead on Arrival (DOA) special conditions:***

DOA, damaged or incomplete shipments must be reported to CDI within 15 DAYS of delivery to the customer. CDI will cover the cost of returning the product to CDI, using CDI's choice courier. CDI will not cover costs if customer elects to return the product using their courier.

***Warranty Terms and Conditions***

Warranties commence on the date of the CDI Invoice and cover faulty components and service labour. Customer must provide as proof of warranty, either CDI serial number associated with the faulty product, or invoice number. Warranties do not cover damage due to wear and tear, consumables, software related issues, defects caused due to negligence, accident, unreasonable use, modification, tampering, natural disaster or any other causes not specifically related to defective materials or workmanship. CDI at its option will repair, replace or credit faulty product. Warranties are not valid if the CDI serial number label has been removed, defaced or altered in any way. CDI is not responsible for software or data losses of any kind, and specifically for any such losses during transit or while product is being tested or repaired. All warranty repairs must be returned to CDI.