



DIRECTUPS

Global Direct Electronics Outlet Co.

Global Direct Electronics Outlet INC. Condition and RMA Policy

1. All claims for shortage, damage, or shipment errors must be made within 10 working days after receipt of shipment.
2. Invoices are due and payable in accordance with the terms as listed in this invoice. A late charge fee will be added to all the past due accounts at a rate of one and half percent (2%) per month.
3. All returned checks are subject to a \$25.00 handling charge.
4. No return will be allowed unless RMA number is shown on the package. A copy of the invoice & RMA information must be included on the package. The RMA policy is as follows:
 - A. Refund is limited to the purchase price of the merchandise only. The shipping and handling charge are not refundable.
 - B. A restocking charge of 20% will be charged on new/unused merchandise returned for credit or refund after 30 days but within 90 days following receipt. If there is a shortage of components in the returned merchandise, the value of such components will be deducted from the credit to the customer.
 - C. Customer should be responsible for all the reasonable shipping expenses that will include the returned brand new products from vendor.
 - D. All RMA repaired or replaced products will still be covered under the same warranty as initiated from the date of original purchase.
 - E. All out of warranty products will be charged for services fee and related components according to our current service fee schedule, plus the shipping and handling charge.
 - F. Customer shall obtain a RMA number from Direct UPS RMA department before returning the products.
 - G. Direct UPS will not responsible for the 3rd party invoice.
 - H. All the RMA should ship to 13771 Benson Ave. Chino, CA 91710
5. Special ordered items are not allowed from return for credit, and are not refundable.
6. Direct UPS only provide limited warranty pursuant to the warranty card enclosed in the package with the products of this sale. Our warranty does not cover accidental damage, damaged occurred as a result of a natural disaster, misuse, misapplication or any damage resulting from modification or service by personnel other than our qualified technicians.
7. Above conditions and warranty will be interpreted and enforced under the law of the State of California as though made and to the fully perform there. In the even of a collection action to secure payment or other dispute between the parties related to the sale, it is hereby agreed that jurisdiction and venue shall be in San Bernardino County, California, and prevailing party shall be entitled to recover its reasonable costs and attorney's fee
8. If we sell anything that is a Nema 5-20 plug such as VP2000, SP2000, JPX1500 and JPX2000 we will not be responsible for any additional adapters that are plugged into the UPS.

Signature X _____ Date _____

Printed Name _____