

# **PNY RETURN CONDITIONS**

## **Warranty :**

Please consult our website :

[www.pny.eu](http://www.pny.eu)

RMA for BTO ( build to order) and OEM products are negotiated between PNY and the customer on a case by case basis.

## **Defective products return conditions for PNY customers**

Before making any request, the customer is required to verify that products are faulty.

All requests need to be sent on the PNY RMA form, which has to be fully completed.

The RMA form is available on request from the RMA department.

The following information needs to be clearly specified on the RMA form : customer (name + PNY account number) ; date of request ; delivery address ; invoice address ; PNY reference and customer reference of the product to be returned ; quantity to return ; reason for return.

To obtain an RMA number, the customer needs to send the request to RMA department

- e-mail : [rma@pny.eu](mailto:rma@pny.eu)
- fax : +33 5 56 13 80 25

After checking, PNY will send back to the customer an RMA number together with a delivery label. This RMA is valid for 1 month and will have to be received by PNY during this period. After this period, the customer will have to make a new request if products have not been returned. Please note: PNY will not accept receipt of an RMA that is overdue.

Once the RMA department has sent an RMA number to the customer, the quantities, references and prices indicated on the RMA form are considered as confirmed by both parties and the corresponding return needs to match this paperwork. If a change to any part of the information is needed the RMA will need to be updated before the product can be returned to PNY. Please note PNY can process an exchange or a credit note which will be dependent on individual customer terms and conditions with PNY.

RMA for exchange is only authorized for customers inside the European Community.

In case of an RMA for credit relating to products available on the price list, PNY will take the lowest price between last price invoiced to the customer and pricing of the current week.

For obsolete products, the value will be calculated by PNY on a case by case basis.

Regarding RMA for exchange, PNY's commitment is to return to the customer a similar or superior product.

Products need to be shipped to PNY Mérignac in protective packaging clearly displaying the RMA number and sent through a secure tracking system to allow shipments to be traced.

All packages received without an RMA number, will be retained for 30 days and PNY will notify the customer to collect, any product not collected within 30 days of receipt will be destroyed and the customer will have no title to claim from PNY.

For RMA'd goods to be approved for replacement or credit PNY's warranty terms need to be fully adhered to:

- delivery label on the outside of the box with RMA number
- completed RMA paperwork inside the package
- products should match the paperwork (in terms of quantity and reference)
- proof of purchase inside the package.
- Only PNY products are accepted
- Products should not have been modified or damaged outside of normal wear and tear.

In cases of a discrepancy on receipt of products, the RMA department will send a discrepancy report to the customer. The customer will be given 30 days to respond to the query, if after this time there has been no correspondence PNY will destroy the products and the RMA request will be cancelled.

## **Defective product return conditions for end-users**

Once the distributor warranty period has elapsed, the end-user can contact the PNY hotline or contact PNY through the local country office or email. A technician will make an analysis and decide if an RMA for exchange is necessary.

PNY Hotline :

- phone : +33 5 56 13 75 32
- e-mail : tech-sup@pny.eu
- fax : +33 5 56 97 24 08

If products have to be returned, the PNY hotline will ask the end-user to provide proof of purchase and will then issue an RMA number. This RMA is valid for 30 days and products will have to be received by PNY during that period. If product is not returned within 30 days the end-user will have to make a new request. PNY will not accept RMA's issued with an expired RMA number.

Products need to be shipped to PNY Mérignac in protective packaging clearly displaying the RMA number and sent through a secure tracking system to allow shipments to be traced.

For RMA'd goods to be approved for replacement PNY's warranty terms need to be fully adhered to:

- delivery label on the outside of the box with RMA number
- completed RMA paperwork inside the package
- products should match the paperwork (in terms of quantity and reference)
- proof of purchase inside the package.
- Only PNY branded products are accepted
- Products should not have been modified or damaged outside of normal wear and tear.

In cases of a discrepancy on receipt of products, the RMA department will send a discrepancy report to the customer. The customer will be given 30 days to respond to the query, if after this time there has been no correspondence PNY will destroy the products and the RMA request will be cancelled.

Once the products have been received, checked and verified under warranty, the RMA department will send back a similar or superior product to the end-user.