

DOTCOMRECYCLING.COM End User Purchase Agreement

– ITEM AVAILABILITY AND CONDITION –

1. Our stock changes frequently. Please email to check current availability of an item
2. Most of the items we sell are used. If you do not know how to remove passwords from the items you are going to purchase, please contact us first to make sure the unit will be usable to you.
3. Most items may have scratches, scuffs, or extraneous labels. Rackmount items are often scratched on top. We'll let you know up front if there is significant cosmetic damage to the front panel. If cosmetics are very important to you, we recommend you buy new. But let us know and we'll check condition the best we can.
4. If we make a significant error in an ad, we will work it out or you can return the unit for a refund.
5. Incidental software installed on computers is not usually uninstalled, to prevent instabilities. However, we do not sell software licenses or provide installation diskettes or manuals. You must purchase licenses for any software you wish to use.

– PRICING / QUOTATIONS –

1. We do our best to avoid errors on our Web Page prices. However if there is an error, or there is no price listed on the Web, we will email you an offering price. This offer is good for at least five business days, unless item is sold first. Please respond immediately to any offers if you have an interest, and we will try to hold the item for you.
2. For expediency, we email most of our quotes. If you need an "official" quote or PO information, please let us know.

– LIMITED WARRANTY –

1. Bare boards/blades/memory boards are highly susceptible to electrostatic discharge. **ESD damage caused by the customer voids all warranties.** If you did not get an ESD handling guide, please go to www.dotcomrecycling.com to download one before opening anti-static bags or interior packages!!
2. Items are sold with a **30 day warranty** unless otherwise noted via email or quote. Warranty does not cover physical damage, ESD damage, or misuse by customer. Warranty void if unit is opened, upgraded, or modified.
3. If an item is sold "AS-IS", that means no guarantees or warranties of any kind. If we believe an item is broken, we will describe it that way, we promise! More likely, it is an item we have not tested because we have no way to test it, or it is an item unlikely to fail (i.e. cable). Or, it is because we can't identify the item! ☺
4. If an item is sold "No DOA" that means the item will power up when you get it, and if there are any Power On Self Tests indicated by LEDs, they will pass. Other functionality is not tested and not guaranteed.
5. In no event will Dotcomrecycling.com be liable for indirect or consequential damages arising from the use or misuse of any of the products we sell or distribute. Products are for use by qualified personnel only.

– SHIPPING –

1. Shipping charges may be billed to your Fedex account if you wish. **No UPS or DHL service.** USPS (Postal Service) may be available in some circumstances.
2. If we ship on our Fedex account, we will bill you the Fedex charge on which we get a small volume discount. **We do not charge handling fees.** All shipments are insured.
3. Items will generally be shipped out within 3 business days of receipt of payment (average 2 days). Fedex Express shipments will be expedited to the best of our ability.
4. If you **require** an expedited shipment, there may be an additional charge. Please email to confirm we can meet your expectation. We will let you know what the extra charge would be, if any.

– INTERNATIONAL –

1. We get a large International Fedex volume discount. Transit rates will be discounted approximately 40% from Fedex.com posted rates. Fedex insurance has no discount, but is reasonable.
2. Customer must pay shipping for all returns.
3. High speed test equipment (Generally Oscilloscopes and Spectrum Analyzers 1 GHz bandwidth and above) will not be sold to countries not party to the Nuclear Non-Proliferation Agreement.

– SHIPPING DAMAGE OR LOSS –

1. Please email sales@dotcomrecycling.com immediately.
2. If the damage was due to a packaging error on our part, we will make it right.
3. If the damage was due to the shipping carrier, we will file a claim (if we shipped on your account number you must file a claim) with the carrier. If we shipped on our account, you will get your money back soon whether or not Fedex pays (unless you declined insurance).
4. Please don't file for small cosmetic damage. Most of the products we ship are not new and will show wear and tear. Heavy equipment is likely to show scratches from moving or installation into a rack. Sometimes rackmount brackets are slightly bent because they were salvaged from damaged equipment. If the item is unsuitable due to its physical condition, the unit can be returned for a refund, but no adjustments will be made if you decide to keep the unit.

– RETURN AUTHORIZATION –

1. All warranty returns must obtain an RMA number first. For manufacturer's warrantee (where applicable), please send unit back to manufacturer. For warrantees provided by Dotcomrecycling.com, please verify it is within 5 (or "No DOA"), 15, or 30 days from your receipt of product. Please call 510-505-0251 and leave a description of the problem. Also, please email sales@dotcomrecycling.com.
2. A refund will include original purchase price, sales tax, and estimated one way ground shipping.cost. An exchange will not normally involve payment (USA only).

– RETURN PACKAGING –

1. Original packaging is normally required for returns. If the original shipment was a complete system and a board or part is being returned for exchange, in many cases you may wait for the replacement to arrive and use its packaging. If not possible, use a shipping box in good condition, with enough space for at least 2" padding on all sides. Never use an envelope for breakable product.
2. If the item is not a board, bubble wrap alone or bubble wrap + packing peanuts or foam works well. Make sure item is padded on all sides including top, and it cannot move around much (packing peanuts must be packed down tight). Items with delicate displays or controls should be double boxed.
3. If the item is a board, you must use a silver or black anti-static bag (NOT a garbage bag!). The outer shipping box must be at least 4" thick. Follow the ESD installation instructions above as much as possible and put the board in the bag. Do not tape the anti-static bag with plastic tape. A paper sticky label or folding the bag over will be just fine.
4. Items shipped to us with insufficient padding or determined to have ESD damage will be returned, and no refund will be issued.

– PRIVACY –

Dotcomrecycling will never be sell, barter, or give information on this form to anyone outside the company.

Contact info:

Email: sales@dotcomrecycling.com
Alternate email: xcess@midlabs.com
Fax: (800)322-8314
Web Site: www.dotcomrecycling.com
Warehouse Location: Fremont, CA 94555

I have read and agree to the terms in Dotcomrecycling.com's End User Purchase Agreement Revision F. Rev. F
changes: Added details

If I am purchasing ESD sensitive equipment, I will review the ESD Policy and Procedure at www.dotcomrecycling.com (Document #: DCR1002) before opening my package.

Signed: _____ Date: _____

Print name: _____ Email address: _____

Short description of items to be purchased: _____

Item total \$ _____

Sales Tax: \$ _____ Tax Rate (California only) _____% Alameda Cty=8.75%

Shipping \$ _____ (if known) COD Fedex Express – leave blank. Use my Fedex acct: _____
 Add Fedex Charge Later

Total : \$ _____ (if known)

DOMESTIC (USA): Fedex Ground Fedex 2nd day Fedex Standard Overnight Fedex Priority Overnight
Payment type: Company check Paypal to andywang@dotcomrecycling.com Wire transfer (\$1000 and over)
Visa/Mastercard/Discover Purchase Order (OAC) COD (Fedex Express on our acct.)

INTERNATIONAL including Canada: Fedex Priority Fedex Economy (both usually 40% off Fedex posted transit rates).
 Wire transfer Paypal to andywang@dotcomrecycling.com Purchase Order (OAC)

VAT or Tax ID number for customs: _____

SHIPPING DESTINATION (If we already have this information, please skip):

Shipping address: _____ Special instructions: _____

Residential _____
 Commercial _____

Shipping phone: _____

CREDIT CARDS ONLY: I hereby authorize Dotcomrecycling.com to charge my Visa Mastercard Discover

Number: _____ Exp. Date: _____ CVC 3 digit _____

Billing Name: _____

Billing Address: _____ Billing Phone: _____
 Same as above Same as above

Cardholder Signature: _____ Date: _____

When using a **credit card** or **paypal**, shipping address must match billing address unless shipping address is published corporate. Fraudulent use of credit cards will be fully prosecuted.

Please fax completed form to: (800)322-8314

Email: sales@dotcomrecycling.com

THANK YOU!!