

CDW Canada Return Policy

Seller offers a 30-day return policy on most products sold. Manufacturer restrictions apply to certain merchandise, as detailed below and as updated from time to time. Customer may obtain additional details and any applicable updates from the dedicated CDW Canada Account Manager and may obtain manufacturer contact information by contacting CDW Canada Customer Relations, which can be reached by calling 1.800.972.3922 x 6 or by emailing crreturnsca@cdw.com

1. **Return Restrictions.**

- Defective Product Returns. Customer may return *most defective* products directly to Seller within 30 days from invoice date as long as a manufacturer tech support case# is provided at time of RMA request. After 30 days, only the manufacturer warranty applies.
- Non-Defective Product Returns. Customer may return most *non-defective* products directly to CDW Canada within thirty (30) days of invoice date and receive credit/refund less the shipping cost. If there is a Seller restocking charge it will reduce the value of any such credit or exchange by a minimum of twenty-five percent (25%).
- Restricted, Repair-Only Returns. CDW Canada returns are for refund only. Customer is to contact manufacturer directly for warranty repair/replacement. More information may be provided by the dedicated Seller Account Manager or by CDW Canada Customer Relations.
- Restricted, Manufacturer-Only Assistance. Certain products cannot be returned to Seller for any reason—without exception—and customer must contact the manufacturer directly for any required assistance. More information may be provided by the dedicated Seller Account Manager or by CDW Canada Customer Relations.
- Special Orders. Products that are considered special orders such as but not limited to (CTO, configured products etc) are non-returnable or may have unique return restrictions that can be provided prior to purchase upon request. More information may be provided by the dedicated Account Manager or by CDW Canada Customer Relations.
- Return of Software: Seller offers refunds only for unopened, undamaged software that are returned within 30 days of invoice date based on manufacturers return guidelines. Multiple software licenses may be returned for refund only (i) if specifically authorized in advance by the manufacturer; *and* (ii) if returned *within* thirty (30) days of invoice date. Virtual license returns policies vary by manufacturer, more information can be provided by the dedicated account manager or by CDW Canada Customer Relations.

2. **Customer Shipment of Returned Merchandise.**

- Return Merchandise Authorization (RMA) Number. No returns of any type will be accepted by Seller unless accompanied by a unique RMA number, which customer may obtain by providing the following information to CDW Canada Customer Relations: customer name, applicable invoice number, product serial number, and details of reason for return. Customer has ten (10) days to return a product after the applicable RMA is issued. CDW Canada reserves the right to refuse any UNAUTHORIZED returns: those that occur after the ten (10) day period or those involving products that are unaccompanied by valid RMA's.
- Returned Products Must Be Complete. All Products *MUST BE* returned one hundred percent (100%) complete, including all original boxes, packing materials, manuals, blank warranty cards, and other accessories provided by the manufacturer. Manufacturer packaging must be in pristine condition, no markings or writing or damages. CDW Canada reserves the right to refuse the return of incomplete Products. In addition, CDW Canada may charge a minimum twenty-five percent (25%) restocking fee for returns that are accepted.
- Responsibility for Shipping Costs: CDW Canada will provide return instructions and prepaid shipping

labels for all authorized returns that are available for pick up in areas serviced by the preferred CDW Canada Courier. If outside the serviced area the customer is then responsible for shipping the product back to CDW Canada in the allotted timeframe. If a payment receipt is provided for the return shipment CDW Canada will reimburse the amount paid for ground service without insurance. Any other service or insurance used is to be covered by the customer.

- Customer Shipping Insurance. Customer is strongly advised to purchase full insurance to cover loss and damage in transit for shipments of returned items and to use a carrier and shipping method that provide proof of delivery. Seller is not responsible for loss during such shipment.

3. **Merchandise Damaged in Transit.**

- Refusal/Receipt of Damaged Products. If a package containing items purchased from Seller arrives at Customer's address *DAMAGED*, Customer should *REFUSE* to accept delivery from the carrier. If Customer *does* accept delivery of such a package, Customer must: (i) note the damage on the carrier's delivery record so that Seller may file a claim; (ii) save, as is, the merchandise *AND* the original box and packaging it arrived in including shipping box; and (iii) promptly notify Seller either by calling CDW Canada Customer Relations or by contacting the Seller Account Manager to arrange for carrier's inspection and pickup of the damaged merchandise. If Customer does not so note the damage and save the received merchandise and does not so notify Seller within 2-3 days of delivery acceptance, Customer will be deemed to have accepted the merchandise as if it had arrived undamaged, and Seller's regular return policy, as described in sections 1 and 2 above, and all current manufacturer warranties and restrictions will apply.

4. **Credits**

Any credit issued by Seller to Customer under this return policy must be used within two (2) years from the date that the credit was issued and may only be used for future purchases of Product and/or Services. Any credit or portion thereof not used within the two (2) year period will automatically expire.