## SYNNEX Corporation Distribution Return Policy

PRODUCT RETURNS Return requests may be submitted through the following channels:

**CUSTOMER SERVICE Hotline**: 800-756-1888 Monday through Friday 8AM-8PM EST

**EMAIL**: CSHELP@SYNNEX.com

**WEBCHAT:** <http://apps2.link2support.com/WEBCHAT%20SYNNEX/Main.php?do=_WEBCHAT&submit=_Login>

REQUIREMENTS

Defective or damaged Products or those subject to customer remorse may be returned to SYNNEX by adhering to the Requirements below.

1. Reseller must obtain a valid RMA number for all returns.
2. As the distributor of manufacturer branded products, SYNNEX must adhere to the manufacturer’s return policies. These policies include adhering to final dates of return or re-stocking fees for returns. At a minimum, SYNNEX agrees to a 30 day return policy for unopened product.
3. Not all product lines are eligible for this return policy. Check with your SYNNEX salesperson to verify specific eligibility.

PROCEDURES

The procedures provided below for replacement or credits are the exclusive remedies to Reseller for any claim related to any defective or damaged Products or customer remorse.

1. RMAs will be issued for items eligible for return. If any item is ineligible for return, Reseller will be informed and the RMA will be denied.
2. SYNNEX will not be obligated to replace or provide credit for Products returned as defective and damaged from abuse, misuse (including improper storage) or other product warranty exclusion, from attempted repair, or during repossession or shipment to SYNNEX.
3. Ineligible returns and returns not on approved RMAs will be disposed of at SYNNEX’s discretion with no credit, and a charge back will be issued for any ineligible deductions taken.
4. RMAs expire within twenty (30) days of issuance. SYNNEX has the right to refuse returns after such date.
5. SYNNEX will respond to RMA requests within forty-eight (48) hours of receiving from the customer. Requests must include the following information:
6. Sales Order Number
7. Description of merchandise
8. Manufacturer part number
9. Quantity
10. Specific reason for return and condition of product: Factory Sealed or Open
11. Serial Number
12. Notification of approved RMA requests will be made via fax or e-mail. Authorized returns must be shipped freight prepaid.
13. Returns must be received at the return location designated by SYNNEX on or before the last date of return to be eligible for credit. Credit for returns will be issued within one (1) week of receipt of merchandise at the Net Reseller Price in effect on the date SYNNEX receives the eligible product
14. All returns must be in the original manufacturer box. A packing slip must be included in each box or pallet identifying the product numbers, quantities, number of boxes. A copy of the RMA must be attached to all boxes for UPS shipments and at least two cartons for common carrier shipments. Boxes should be marked 1 of XX, 2 of XX, etc.