

Terms and Conditions

QuestingHound Technology Partners

Payment:

Products sold must be paid in U.S. Dollars. QuestingHound accepts payment via; Credit Card/Purchasing Card (Visa, MasterCard, American Express, & Discover), Prepay/COD, Leasing, and Net Terms accounts. All customers who would like to establish a terms account must fill out and sign a credit application. It's at QuestingHound's sole discretion whether the terms account will be approved or declined. All past-due invoices will be assessed a 1.5% monthly interest charge on the outstanding balance. Title to goods herein being purchased is retained by QuestingHound until goods are paid for by the purchaser, and at that time title passes to purchaser.

Shipping:

Orders placed before 3pm will ship the same-day if product is in stock. Orders can be delivered via next-day air if requested. All shipping charges will be included on the invoice. All orders under \$600 will include a \$10.00 handling fee.

Defective Product:

In the event an item arrives DOA (non-functioning), or the unit fails within the first 15 days, contact your Account Representative immediately and follow the return procedures outlined below. In addition, certain manufactures do not allow replacement of defective products. In these instances, we can assist in the arrangement of warranty repairs. Your Account Representative will outline which products can and cannot be returned when defective.

Returns:

Due to the increasingly stringent policies placed upon us by manufactures, we must adhere to a limited return policy, and in some cases will not be able to take certain products back:

- Please remember to save all packing material in the event your product needs to be returned
- Be aware that QuestingHound Technology Partners cannot always accept returns for open software, PC's, and peripherals.
- Shipments without a valid RMA number will be refused
- If a product must be returned to us for any other reason than defective, your Account Representative must issue the RMA number within 10 days of receipt of the product at your location.
- An RMA number will remain valid for a period of 10 days from the time it is issued.
- All returns must be shipped back freight pre-paid, insured, and traceable to the address issued on the RMA.
- Although we will try our best to negotiate with the manufactures to accept returns without any restocking fees, QuestingHound will pass on to its customers any return charges it incurs from its distributors, not to exceed 20% of the products original price.