



Return Policy

We value our relationship with you and want to make sure that you're satisfied with your purchases. That's why we offer a return policy for most products that you purchase directly from Visix or an authorized partner. Under this policy, you may return to Visix products that you purchased directly from Visix or an authorized partner for a credit of the purchase price paid, less shipping and handling and applicable return fees as follows:

New Hardware Products and Accessories: Unless you have a separate agreement with Visix, all hardware, configured hardware, accessories, peripherals, parts and unopened software still in its/their sealed package, excluding the products listed below, may be returned within fourteen (14) days from the date on the packing slip or invoice with a twenty percent (20%) restocking fee that will be deducted from the credit.

Exclusions from the foregoing return policy:

- Application software or an operating system that has been installed by Visix may not be returned unless you return the entire computer under the 14-day return policy, if applicable to your purchase (if not applicable to your purchase, you may not return application software or an operating system).
- Non-defective third party and Visix-branded software, peripheral, electronics and accessory products (for example: monitors, keyboards, mice, DA's, CAT-5 transmitters/receivers, preinstalled third party software, wireless cards/access points/routers), including but not limited to those sold by or through Visix's field sales force or authorized partners, may be returned within fourteen (14) days from the date on the packing slip or invoice, but a twenty-five percent (25%) return fee may be deducted from any refund or credit.

Reconditioned or Refurbished (B-stock) Visix-Branded Hardware Products and Parts: All reconditioned or refurbished (B-stock) products may be returned within twenty-one (21) days from the date on the packing slip or invoice.

How to Return: To return products, e-mail or call Visix client services group to receive a Return Materials Authorization (RMA) Number within the return policy period applicable to the product you want to return. You must obtain an RMA Number in order to return the product. See Contacts to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Visix within five (5) days of the date that Visix issues the RMA Number. You must also return the products to Visix in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

Note: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.

*We reserve the right to change this policy at any time.