



P. C. Repair Services of Virginia, LLC Terms and Conditions

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Shipping

Our cutoff time for order processing is 1:30pm Eastern Time. Once processed the majority of orders will ship the same day, but be advised that the following conditions apply depending on the shipping method chosen:

- Air Shipments (2-Day or Overnight Priority): Your order will be shipped the same day it is processed.
- Ground: Please allow up to 3 business days for delivery after processing (Over 80% of ground shipments are shipped either the same or within 1 business day.)

Shipping costs are not refundable; however we will cover shipping if we sent you the wrong item(s). On exchanges with identical items, we will cover the cost of ground shipping the new items to you.

It is your responsibility to confirm that you received all of the items as indicated on your packing slip. Failure to report shipping discrepancies within five (5) days prevents us from accurately problem solving the issues(s) and variances reported, and after five (5) days will not be credited regardless of circumstances.

Payment

PCRSVA LLC accepts PayPal, Visa, MasterCard, Discover, and American Express. Please send PayPal payments to secure@pcrsva.com. You don't need a PayPal account to send money - simply click on the PayPal logo. Personal checks, money order/cashier's check, Western Union money transfer and bank wire transfers are also accepted. Please allow up to ten business days for personal checks to clear.

Send to:

PCRSVA LLC
3846 Mountain Road
Glen Allen, Va 23060



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If you need to complete a wire transfer please email us for bank account information. Include your order number or purchase order number when making the request.

Sales Tax

Tax-exempt customers (resellers) must submit current tax-exemption forms to PCRSVA LLC to be exempt from Virginia sales tax.

Otherwise, Virginia resellers will be charged Virginia sales tax on all orders.

Sales tax is assessed to all end-user orders that are shipped to Alabama, California, Colorado, Florida, Illinois, Massachusetts, North Carolina, Ohio, Tennessee, Texas, Utah and Virginia.

Back Orders

Occasionally we have back orders. If an item cannot be shipped within the timeframe specified above, you will be notified via email and given the opportunity to cancel the item on back-order or cancel the order completely. Unless cancelled, your order will be shipped as soon as the back-ordered item(s) are available.

Warranty Policy

Warranties do not apply to damage from misuse or any consequential damages.

All products, including network electronics, power protection and peripheral sharing products are covered by their manufacturer's warranty which is subject to change without notice.

Return Policy

In addition to the standard warranty, we have a 30-day (based on the date of the invoice) return policy for all items except hard drives unless indicated otherwise (all hard drives must be returned within 14 days). If you are not satisfied with your purchase for any reason, they can be returned for exchange or a refund within this RMA period.

Your return will be processed within 5 business days of receiving the original package.

The Following Restrictions Apply:

Items (except hard drives) returned for refund or exchange with non-identical items are subject to a 15% restocking fee. All hard drives returned for refund or exchanges with non-identical items are subject to a 30% restocking fee. Restocking fees can be waived at our discretion if there is an error on our behalf (such as wrong item shipped, missing items, unacceptable delay in shipment etc.) or if you are exchanging an item in a brand-new/unopened condition.

Restocking fees are based on the current sale price of the item at the time your RMA is issued.



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All returned items should be in perfect physical condition, have original packaging intact, where applicable, and must include all the parts or (please note that this is very important) they will not be accepted.

All returns require an RMA number - No Exceptions! Please see below for details. Beyond the RMA period, if the product you need to return is covered under a manufacturer's warranty, you will need to contact that manufacturer for their return procedure. If you need to return a product within the RMA period, please email mysupport@pcrsva.com to obtain an RMA number.

Packages will not be accepted without an RMA number - No Exceptions! In your email please include:

- Invoice number
- The item you are returning and whether you are requesting a refund or an exchange
- Reason for return
- Name and return address

Whether you require an advance replacement, which is processed as a separate order to be shipped immediately, followed by a refund when the return is received.

After receiving your email we will get back to you shortly with an RMA number. The package needs to be in our possession within 14 days after the RMA has been issued for the return to be processed.

Legal Disclaimers

Seller hereby expressly disclaims all warranties either expressed or implied warranty of merchantability or fitness for a particular purpose. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty, if any. Title to goods herein being purchased is retained by the seller until goods are paid for by the purchaser and at that time title passes to the purchaser. If goods herein being purchased are being purchased for purposes of export, purchaser must obtain from the federal government certain export documentation before shipping to a foreign country. In addition, manufacturers' warranties for exported goods may vary or even be null and void. If you have questions, please inquire. Any and all liability is only for the products purchased.

Limitation of Liability

IN NO EVENT SHALL PCRSVA LLC, ITS SUBSIDIARIES OR AFFILIATES, OR THEIR RESPECTIVE PARTNERS, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, REPRESENTATIVES OR AGENTS (COLLECTIVELY, "PCRSVA LLC") BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL,



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CONSEQUENTIAL, PUNITIVE, OR INDIRECT DAMAGES (INCLUDING BUT NOT LIMITED TO, LOSS OF DATA, USE OR PROFITS), HOWEVER CAUSED, WHETHER FOR BREACH OF CONTRACT, NEGLIGENCE, OR OTHERWISE, AND WHETHER OR NOT PCRSVA LLC HAS BEEN ADVISED OF THE POSSIBILITY OF ANY SUCH DAMAGES. YOU AGREE THAT PCRSVA LLC'S MAXIMUM LIABILITY ARISING FROM ANY PRODUCT SOLD BY PCRSVA LLC SHALL NOT EXCEED THE PRICE OF SUCH PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OF EXCLUSION OF LIABILITY FOR CERTAIN DAMAGES, SO THE ABOVE MAY NOT APPLY TO YOU TO THE EXTENT SUCH JURISDICTION'S LAW IS APPLICABLE TO THIS AGREEMENT.