



Nuimpact Corporation warrants that its products are free from defects in material and workmanship. At its option, Nuimpact will repair, replace or provide a credit of either the original purchase price or fair market value, whichever is lower, of any product that Nuimpact determines to be defective during the warranty period. This limited warranty does not cover any damage to product that results from improper installation, accident, abuse, misuse, alteration, Acts of God or natural disasters, problems with electrical power, usage not in accordance with product instructions, abnormal mechanical or environmental conditions, or any unauthorised disassembly, repair or modification.

This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, the serial number label, manufacturer model or part number label or warranty label made unreadable, that has not been handled or packaged correctly, that has been sold as second-hand or that has been resold contrary to applicable regulations.

Custom orders (products with your logo) cannot be returned under any circumstance once your Purchase Order and electronic proof is confirmed. Except in the case of manufacturing defects, we are unable to accept returns on personalized or imprinted promotional items. If you are unsure how a product will look or work, please ask a sales representative for a sample prior to confirming your order.

Nuimpact reserves the right to substitute functionally equivalent new or serviceable used parts. Nuimpact does not warrant against loss of any data or images, and assumes no liability for such loss. In no event will Nuimpact be liable for any lost images, data, revenue, profit or for special, indirect, consequential, incident or punitive damages however caused regardless of the theory of liability arising out of or related to the use of or inability to use the product even if Nuimpact has been advised of the possibility of such damages.

#### Applicable Warranty Periods per product line

Nuimpact Branded Memory: Lifetime Replacement Warranty

USB drives: Branded USB drives such as Kingston follow the original manufacturer's warranty which can be 1 year to 5 years.

Custom USB drives: 5 years with the exception of CL001-V which is covered for 1 year. There is no customization (logo) on the replacement.

Custom Power Banks: 1 year. There is no customization (logo) on the replacement.

Custom Mobile: 1 year. There is no customization (logo) on the replacement.

Other products: Other products are subjected to the distributor or manufacturer's policies which will be informed to the claimant upon RMA request.

RMA (returned Material Authorization) procedure:

Prior to contacting the RMA department, please ensure that you have the following information:

- Invoice #, Invoice Date, Product Description, Serial Number and quantity.
- Detailed reason for return
- Condition of the returning products

1) Obtain and fill a Return Authorization Form by email at: [rma@nuimpact.com](mailto:rma@nuimpact.com)

2) Nuimpact RMA department will provide a RMA# which should be referenced at all times and prominently written in the return package. Shipping and insurance costs are paid by the claimant. Please ensure that the returned products are well-packed in anti-static bags and in any other appropriate materials such as foam and bubble wrap to ensure proper protection during the shipment. A copy of the invoice or the RMA Application Form must accompany the returned items.

3) Claimant has 10 business days to return goods. Clearly mark the RMA number on the shipping package and ship the package with freight pre-paid to Nuimpact Corporation, 160 Gibson Drive, Unit 3, Markham, Ontario, Canada L3R 3K1 (Attn.: RMA Department)

4) Nuimpact will replace the item once returned via best shipping method. End User returns will incur a return fee and will be asked to prepay freight or credit card payment.

Product returned to Nuimpact without a valid RMA number, with an expired RMA or freight collect will be returned to sender at his or her expense. Defective and DOA product is subject to testing. If products returned to Nuimpact are found to be without fault, they will be sent back to the customer by freight collect. No return will be accepted after fourteen days from invoice date.

Customers are required to contact Nuimpact within 48 hours of purchase in the event of any lost or damaged shipment. Goods accepted for credit upon return will be subject to handling & restocking charge of twenty-five percent (25%) of the price of the goods. In no case are goods to be returned without first obtaining an RMA (returned Material Authorization) number. Goods must be delivered to Nuimpact Corporation in an undamaged condition and with the original packaging. Advance RMA replacement available for all D.O.A. (Nuimpact branded memory modules only) reported within 7 business days of invoice date.

For more information about Nuimpact please visit: [www.nuimpact.com](http://www.nuimpact.com)