



Part Return Instructions

Thank you for purchasing MPC products and services. We appreciate your business and hope the replacement part provides you with an efficient remedy to your hardware problem.

IMPORTANT: If an MPC-authorized technician arrives at your site to perform part replacement services (pursuant to a service contract purchased from MPC), the technician will offer to return to MPC any defective part(s) replaced. If you opt to have the technician return the part(s) to MPC, you will not be required to follow the instructions below. However, if you decline to have the on-site technician return the part(s) to MPC, or if an on-site technician is not dispatched to your site, you are responsible for returning the defective part to MPC within 10 business days (30 business days for international customers) from the date you receive your replacement part. In the event you fail to return the defective part within the required time period, MPC retains the right to charge you the retail price of such part at the time the part was shipped to you (as determined by MPC), plus a charge of \$60 to cover MPC's collection and handling costs. Once MPC charges your account for the non-returned part, return of the defective part is not an option.

Correctly package and send your defective part to the MPC-designated depot as described below.

Step 1: Package the Defective Part

- Verify that you are sending the part you were authorized to return.
- Reuse the packaging materials your replacement part came in. Seal the package securely using appropriate mailing or packing tape.

Caution: If you fail to return the correct part, MPC reserves the right to charge you the difference between the part you returned and the part you were required to return. You are responsible for all damage to your defective part. If MPC determines that failure of or damage to the part was not a result of a defect in materials or workmanship (i.e. customer damage, improper packaging, etc.), MPC reserves the right to charge you for parts, labor (at MPC's then current labor rate), and shipping expenses to perform repair or replacement services. MPC will advise you prior to assessing these charges.

Step 2: Use Proper Labeling

- Completely remove or black out any old shipping labels, including the original shipping bar code.
- Complete the **FROM** section on the shipping label with your name, address, and ZIP code.



Note: Customers located in the United States (including Hawaii and Alaska, but excluding Puerto Rico) will receive a pre-paid shipping label with the replacement part. International customers are responsible for paying ALL costs of returning the defective part to MPC.

- Please ensure the shipping label has the following Ship To Address:

**MPC Computers, LLC c/o Teleplan
2700 West Story Road
Dock Door #2 MPC
Irving, Texas 75038**

- Affix the label on the outside, top of the box.
- Clearly write the Part Request Number on the outside of the box. The Part Request Number can be found in the **FROM** section under **RA#** or on the Fulfill Slip included with the replacement part.
- Save the **RECEIPT** located in the top, center of the shipping label. This is your proof of shipment and contains the tracking number.

Step 3: Arrange for Pick Up or Drop Off

To ship your defective part, you may do one of the following:

- Pickup (residential or business locations): Have your shipping label ready when you call (888) 777-6040 to schedule a next business day pickup. FedEx will not charge a pickup fee as long as you use the FedEx PRP label MPC provided with the replacement part.
- Drop Off (residential or business locations) — Find the nearest drop location by logging on to www.fedex.com and clicking on the **Locations** tab, or by calling 1-800-GO-FEDEX® or (800) 463-3339.

Contact Information

MPC Computers, LLC

MPC Pro	(877) 485-1464
Home Office	(877) 894-5693
Business/Corporation	(877) 894-5694
Government/Education	(877) 894-5695
Outside Toll-free Coverage	(208) 893-3434

- Web site:** <http://pro.mpccorp.com/>

Replacement Policy and Procedures

When a replacement part or system is required during the warranty period, you are responsible for returning defective parts or systems to MPC as outlined below. For the purposes of these limited warranties, an international customer is a customer located outside the 50 states of the United States of America.

1. Prior to returning a part or system to MPC for warranty service, contact Technical Support and request a Part Request number.
2. Unless otherwise agreed, to receive a Part Request number, provide MPC with your valid charge card number (VISA, MasterCard, or other card acceptable to MPC) or an MPC-authorized Open Purchase Order to cover the replacement cost of the part or system. This charge will be assessed only if you fail to return the defective part or system within the required time. If you cannot provide your valid charge card number or MPC-authorized Open Purchase Order, MPC will not ship replacement parts or systems until the defective part or system has been received by MPC.
3. Once a Part Request number is issued, the replacement part or system will be shipped by MPC (subject to availability), freight pre-paid via Ground delivery service. You will receive a pre-paid return label with the replacement part or system for returning the defective part or system to MPC. (If you are an international customer, the replacement part or system will be shipped by MPC, freight pre-paid, via MPC's preferred method of shipment. You are responsible for Customs clearance, including payment of all related duties and taxes and any other fees and charges imposed by non-US government or quasi-governmental agencies or officials. You are also responsible for paying all costs of returning the defective part or system to MPC. These costs may include shipping, insurance, import and export duties or taxes, and any other fees or charges imposed by government or quasi-governmental agencies or officials.) MPC shall not be responsible for failure of the delivery service to make on-time delivery.
4. Ship the defective part or system to MPC in the original or equivalent packaging with the Part Request number clearly displayed on the outside of the shipping container. (International customers must ship the part or system to MPC via DHL, Federal Express, UPS, or another courier approved in advance by MPC.)*
5. If you are shipping a hard drive or other device containing data, you are responsible for backing up such data prior to shipment.**
6. Return of the defective part or system must be made within 10 business days (30 business days for international customers) from the date you receive your replacement part.
7. Retain your shipping information, including tracking numbers, until your customer account has been credited by MPC. This will serve as your proof of return.
8. If MPC determines that the cause of the failure of the part or system was not a result of a defect in materials or workmanship (e.g. customer abuse), MPC reserves the right to charge you for parts, labor (at MPC's then current labor rate), and shipping expenses in order to perform repair or replacement services. MPC will advise you prior to assessing these charges.

* If you return a part or system to MPC: (1) without prior authorization from MPC; (2) beyond the period prescribed by MPC for such return; (3) without a Part Request number displayed on the outside of the shipping container; or (4) without proper packaging, MPC retains the right to refuse delivery of such return. In the event you fail to return the part or system to the designated facility within the required time period, MPC retains the right to: (1) charge you the retail price of such part or system at the time the part or system was shipped to you (as determined by MPC), plus a charge of \$60 to cover MPC's collection and handling costs; (2) charge you for any other collection or legal expenses incurred due to such failure to return; or (3) inactivate your account until such payment is made. While your account is inactivated, you shall not be provided with technical support or customer and warranty service. UNDER NO CIRCUMSTANCES SHALL MPC REFUND SHIPPING AND HANDLING CHARGES.

**MPC IS NOT RESPONSIBLE FOR LOST DATA OR THE LOSS OF THIRD-PARTY HARDWARE AT ANY TIME. PRIOR TO SHIPPING A SYSTEM TO MPC, BACK UP ALL DATA STORAGE DEVICES.