



BUILT SYSTEM RMA PROCESSING FORM

RMA Fax#: 281-776-6743

RMA# _____

All requests for RMA must comply with the Bass "Terms and Conditions."

QTY	INVOICE #	DESCRIPTION OF PROBLEM

ADDITIONAL INFORMATION:

Comments: _____

Some software components may need to be re-installed, including the operating system, to resolve some problems that may be found. Please check the appropriate box below.

- I have already backed up my data, *change or load any software needed to complete the repair.*
- Call the contact information below for approval of software changes, *the person listed below is authorized to decide.*
- Do not modify my software for any reason, even if required to complete the repair.

List any passwords required for BIOS or OS Access:

User ID	Password	User ID	Password
_____	_____	_____	_____

CONTACT INFORMATION:

Company: _____ **Customer #:** _____

Phone: _____ **Fax:** _____

Email: _____

I have read, understand and agree to the "Terms and Conditions" listed on the original product purchase receipt.

Please Note: All repairs after 90 days of purchase are subject to a labor charge as follows: \$40.00 per Workstation, \$100.00 per Server, \$55.00 per DVR, \$55.00 per Media Center and \$80.00 per Laptop/Notebook PC. *Bass Computers, Inc. will not be responsible for any loss of data.*

Print Name: _____ **Date:** _____

Authorized Signature: _____



TERMS & CONDITIONS

Terms and Conditions of Sale. Unless otherwise stated in an express written agreement signed by an officer of Bass Computers, Inc., the terms and conditions contained on Bass Computers, Inc.'s written invoices, the catalog, and available on line, as amended from time to time, shall apply to all transactions initiated via the Salesperson, Software or through the Web Site. See detailed TERMS AND CONDITIONS OF SALES below.

ALL SALES TRANSACTIONS EXCLUDE THE APPLICATION OF THE 1980 UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS, IF OTHERWISE APPLICABLE.

DEFINITIONS

"Seller" means: Bass Computers, Inc. of 10558 Bissonnet St, Houston, Texas 77099

RETURNED CHECKS: Purchaser agrees to pay a return check fee of \$20.00 per return on all returned checks; regardless of reason check is returned.

PAYMENT, All prices represent a 3% cash discount. DELINQUENT PAYMENT FEES, AND COLLECTIONS COSTS: The invoice is due and payable in full according to its terms. Delinquent payments, starting the first day of delinquency, are subject to a finance charge of 1.5% per month (18% per annum). Purchaser agrees to pay all costs associated with collection of unpaid sums, including but not limited to, attorney's fees.

INSPECTION, DAMAGE, AND LOSS: Goods Not Shipped: Purchaser or Purchasers agent acknowledges opportunity to inspect goods upon receipt and prior to tendering payment. **Goods Shipped Via Third-Party Carrier (UPS, FedEx, US Mail, Local Delivery, etc.)** - Purchaser is obligated to inspect goods upon receipt. Any damage found must be immediately reported to third-party carrier and Seller's RMA Department. Seller does not warrant items damaged by mishandling and/or during shipping. Any claims for such damage must be made to/thru third party carrier. **Risk of Loss** - Risk of loss shall pass to Purchaser upon delivery to Purchaser, its agent, or third-party carrier, whichever occurs first.

RETURNS: To return an item for credit and/or replacement, under warranty or otherwise, the following are required: (1) A Return Merchandise Authorization Number (RMA#), WHICH must be obtained from Seller's RMA Department. (2) If the item being returned is going to be shipped to Seller, the RMA# must be clearly marked on the outside of the shipping box and the items must be packaged to assure safe shipping. (3) All items must be returned to Seller prepaid, unaltered and in their original containers, with all documentation and packaging materials. (4) All items must have original lot/SERIAL tags as originally affixed. (5) All stickers, markings, and labeling applied to an ITEM (s) must be removed EXCEPT FOR THE BASS LOT/SERIAL TAG. (6) All items returned must be accompanied by their original invoice. (7) Damaged items must BE IMMEDIATELY reported to RMA upon receipt and returned within 3 days. (8) All returns are subject to a 10% restocking fee. (9) All returns are subject to a \$1.00 to \$30.00 testing fee.

Whether a returned item receives a credit or a replacement is determined in the sole discretion of Seller. However, in no event will a credit be given for: (1) CPUs not returned with 7 days of purchase; (2) All other items not returned within 15 days of purchase. If a credit is given, the amount of such credit will be determined by Seller in its sole discretion. Parts that have been replaced under an RMA# AND that are being held for customer pick up, will not be held longer than 4 weeks. After 4 weeks, the ITEM (S) WILL be returned to stock. Any replacement thereafter will require a new RMA request at a value between original invoice value and current market value at the discretion of Bass Computers, Inc. If a completed RMA is not PICKED UP BY THE CUSTOMER WITHIN 6 MONTHS FROM DATE NOTIFIED, THE RMA NUMBER AND ALL ITEMS ASSOCIATED THEREIN WILL BE VOIDED IN FULL WITH NO OBTAINABLE FUTURE VALUE.

LIMITED WARRANTY: NO IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY ARE GIVEN. NO EXPRESS WARRANTIES OTHER THAN THOSE CONTAINED HEREIN

COMPUTER COMPONENTS – EXCEPT AS MAY BE LIMITED HEREIN, DEFECTIVE COMPUTER COMPONENTS SOLD HEREUNDER WILL BE REPAIRED OR REPLACED, IN SELLER'S SOLE DISCRETION (EXCEPT FOR SHIPPING AND HANDLING FOR WHICH THE PURCHASER WILL BE RESPONSIBLE) FOR A PERIOD OF ONE (1) YEAR. BASS COMPUTERS, INC. RESERVES THE RIGHT TO MAKE SUBSTITUTIONS WHEN COMPONENTS ARE TO BE REPLACED. CPU's, SPECIAL ORDERS, REFURBISHED PRODUCTS DEFECTIVE OEM-CPU's WILL BE REPLACED FREE OF CHARGE (EXCEPT FOR SHIPPING AND HANDLING FOR WHICH THE PURCHASER WILL BE RESPONSIBLE) FOR A PERIOD OF 90 DAYS. SPECIALLY ORDERED ITEMS AND SOFTWARE ARE NOT WARRANTED BY BASS COMPUTERS, INC. REFURBISHED PRODUCTS ARE SOLD "AS IS" UNLESS OTHERWISE AGREED IN WRITING BY MANAGEMENT. WE DO NOT TAKE SOFTWARE BACK.

COMPUTERS: SELLER WARRANTS THAT ANY COMPUTER ASSEMBLED BY IT TO BE IN WORKING ORDER AND FREE OF DEFECTS IN MATERIALS AND WORKMANSHIP FOR 90 DAYS (BCI SERIES 3 YEARS). DURING THE FIRST 30 DAYS OF THIS WARRANTY, UPON RECEIPT OF THE COMPUTER, SELLER WILL REMOVE THE OLD HARDWARE, TEST AND REPLACE OR REPAIR. AFTER THE FIRST 30 DAYS, THIS WARRANTY IS LIMITED TO PARTS REPLACEMENT AND PURCHASER IS REQUIRED TO REMOVE AND RETURN COMPONENTS AND FOLLOW THE RETURNS PROCEDURES AS OUTLINED ABOVE. SELLER MAKES NO WARRANTY ON ANY SOFTWARE SOLD OR DISTRIBUTED BY SELLER. WE DO NOT TAKE SOFTWARE BACK.

REFUSED ORDERS: If Purchaser or Purchaser's agent refuses to accept conforming goods, the Purchaser agrees to pay all shipping and handling fees, and a restocking fee of up to 20% of the order amount.

E-COMMERCE: Bass Computers, Inc. PROVIDES A ECOMMERCE/WEB SITE FOR CUSTOMER CONVENIENCE, By accepting the terms and conditions herein, the customer understands that the access code(s) issued to the person accepting this agreement, shall grant that user access to customer information, sales history, new purchases and other potentially sensitive account information, the customer must further understand that the use of the access code(s) are at the discretion and control of the customer accepting these terms herein, Bass Computers, Inc. ACCEPTS NO responsibility FOR ACCESS CODES OR THEIR USE AFTER ISSUANCE.

PLEASE TAKE GREAT CARE WITH YOUR ACCESS CODES, CHANGE IT/THEM AS OFTEN AS YOU LIKE.

REMEDIES: In the event of a breach of warranty or Bass Computers, Inc.'s obligation hereunder, Purchaser shall not be entitled to any consequential, special, indirect or incidental damages.

GOVERNING LAW: This agreement is governed by the laws of the State of Texas, and the venue of any dispute arising under this agreement shall be Harris County, Texas.