



## MOBA AMERICAS Service Parts Terms & Conditions

IN NO EVENT WILL MOBA AMERICAS BE LIABLE FOR DAMAGES OF ANY KIND, INCLUDING WITHOUT LIMITATION ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES EVEN IF MOBA AMERICAS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

### Payment Terms

All goods are delivered net 30 unless otherwise stated in the contract to. MOBA AMERICAS may require advance payment or payment C.O.D. in its sole discretion. Prior to providing service, MOBA AMERICAS will provide an invoice with an estimated cost. This is an estimate only as MOBA AMERICAS cannot predict the conditions it will find before service is performed and the customer understands that it will be liable for the actual amount of the service performed.

### Shipping Policy

MOBA AMERICAS ships via best way on all orders, based on type of shipment. In the event the shipment is un-deliverable, MOBA AMERICAS reserves the right to cancel your order and issue a full refund.

### Tax

Items sold by MOBA AMERICAS and shipped to destinations in the United States may be subject to sales tax. Tax may be added to the order and are the responsibility of the buyer. MOBA AMERICAS reserves the right to change this offer at any time.

### Warranty

Products manufactured by MOBA AMERICAS carry a 90 day warranty against defects in materials and craftsmanship. The Warranty is Limited to ninety days from the date of sale and limited solely to the parts purchased directly from MOBA AMERICAS. All products that are in question of Warranty must be returned shipping prepaid to MOBA AMERICAS and must be accompanied by a dated proof of purchase receipt. Warranty is limited to the original purchaser.

Failure to maintain equipment per OEM specification, or use of non-OEM parts may void parts warranty as applicable.

Under no circumstances shall MOBA AMERICAS be liable for any labor charged or travel time incurred in diagnosis for defects, removal, or reinstallation of this product, or any other contingent expenses.

## MOBA AMERICAS Service Parts Return Material Authorization (RMA)

### Return Policy

Before returning any items please read the policy below. The information applies only to items purchased directly from MOBA AMERICAS. The issuance of an RMA is an authorization to return a part and application for a Request for Credit. All returns will be evaluated by the MOBA AMERICAS Service Parts Group, Quality Department and/or original manufacturer prior to issuance of a credit.

### General Requirements:

- a) RMA's are initiated by contacting the MOBA AMERICAS Service Parts Department and a detailed description of the problem will be required before issuing an RMA number.
- b) In order to return an item the original Sales Order or Invoice Number must be provided.
- c) The MOBA AMERICAS Service Parts Department will email or fax the RMA Form to you, all returned parts must be accompanied by the completed RMA form and it is recommended a copy be maintained for your records. No returns will be accepted without the completed RMA Form.
- d) The contents and condition of the returned goods must match the contents and condition listed on the form.
- e) The Return Label containing the RMA number must be securely attached to the outside of each container.
- f) Items returned to MOBA AMERICAS must be packaged adequately for shipment to prevent damage and in a reasonably clean condition.
- g) Returns must be shipped Freight and Insurance Prepaid, and any items sent Freight Collect will not be accepted. MOBA AMERICAS will pay shipping charges for the return of product to buyer, except for products returned from outside of the USA.
- h) No credit will be issued for parts that are subject to misuse, abuse, or neglect either by intent or accident. Missing parts from parent parts will either be deducted from the credit, or the incomplete parent will be returned to the customer.
- i) Any alterations to parts or unauthorized repair, unless directed by MOBA AMERICAS, will result in no credit being issued.
- j) In order to receive full credit on general returns, an RMA must be requested within 90 days of purchase.
- k) RMA's will expire after thirty (30) days and items cannot be returned thereafter.



- l) All parts must be complete and returned in their original packaging in "LIKE NEW" condition.
- m) If an item incurs damage due to shipping the customer is responsible for refusing delivery and filing a claim with the carrier / Freight Company at time of delivery,
- n) Failure to meet the above criteria may result in no credit, credit adjustments and/or parts returned to the customer "Freight Collect".

**Warranty Returns:**

- a) MOBA AMERICAS has a standard ninety (90) day warranty on all parts and all sales are final at expiration of the ninety (90) day warranty period.
- b) An original Sales Order or Invoice Number must be provided.
- c) Items that fail during the warranty period must have a valid RMA to be returned.
- d) RMA's will expire after thirty (30) days and items cannot be returned thereafter.
- e) With respect to materials, parts and accessories manufactured by others. MOBA AMERICAS will undertake to obtain for customer the full benefits of the warranty. These parts may be required to be returned to the original manufacturer for evaluation and may be subject to testing fees.

**Electronic or Electrical Parts Returns (includes parts in the Exchange Program):**

- a) Electronic parts have a standard ninety (90) day warranty with the exception of Crack or Leaker Lanes (6 months) and Digital Scales (1 year), after these dates all sales are final. Bent rails, pin alignment, damaged covers and bent electrical pins/ connectors are not covered under the standard MOBA AMERICAS warranty.
- b) It is recommended that all electronic / electrical parts are either bench tested or tested on the intended equipment prior to stocking to insure working order.
- c) Some items are eligible for the exchange program; you can contact the MOBA AMERICAS Service Parts Department for a current list.
- d) In order to return an item in the exchange program the customer must provide an original Sales Order or an Invoice Number.
- e) Items not eligible for the Exchange Program must have a valid RMA to be returned and must be returned within thirty (30) days after the warranty claim or the RMA will expire. This is due to Manufacturer Warranty time restrictions. Items with an RMA returned after the 30 day period will be subject to re-stocking fees.
- f) With respect to materials, parts and accessories manufactured by others. MOBA AMERICAS will undertake to obtain for customer the full benefits of the warranty. These parts may be required to be returned to the original manufacturer for evaluation and may be subject to testing fees.
- g) All returned Computers covered by the MOBA AMERICAS warranty or exchange program must be accompanied by a detailed description of the problem/issue with the Computer.

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ATTENTION: Products sold by MOBA America are designed, tested, and listed for equipment manufactured and/or sold by MOBA Americas only, unless otherwise noted. Many products will NOT work for other applications.