

## Warranty Information

You are entitled to the manufacturer's limited expressed warranty, if any, that accompanies the product. Monoprice.com makes no additional or independent warranty. All other warranties, expressed or implied, including the warranties of merchantability and fitness for a particular purpose are disclaimed.

Monoprice.com shall under no circumstances be liable for special, incidental, or consequential damages including loss of profit, even if it has been advised of the possibility of such damages; the maximum liability for all direct damages, if any, arising out of any action shall be limited to an amount not to exceed the purchase price of the product.

## Warranty Period:

- - Switches and other electronic products: 1 year
- - Cables and non-electronic products: Lifetime
- - Printer Toners: 1 year

Most manufacturers offer a standard warranty against defects. Such warranties typically cover the product for at least one year from the date of invoice. To look up basic warranty information, find the product using one of our searches and click on the product name to bring up the product's information. Warranty information is listed under "Product Details" near the bottom of the page. If a product proves to be defective during the covered period, please contact our technicians via live chat on our website at [www.monoprice.com](http://www.monoprice.com) during the hours of 6:00AM to 7:00PM PST Monday – Friday and 9:00AM – 6:00PM PST Saturday and Sunday.

## LIMITED MANUFACTURER'S WARRANTY.

1. (a) Monoprice.com warrants that it has good title to the hardware Products it sells, and that it has proper authority to license the software products it distributes.
2. (b) Monoprice.com does not warrant the performance or integrity of any Product, but merely passes through to the Customer whatever end-user warranty the manufacturers or software publishers provide with their respective Products.
3. (c) YEAR 2001 DISCLAIMER. MONOPRICE.COM ENCOURAGES ITS SUPPLIERS TO MAKE THEIR PRODUCTS AND SERVICES YEAR 2001 COMPLIANT. HOWEVER, MONOPRICE.COM CANNOT AND DOES NOT REPRESENT OR WARRANT THAT ANY PRODUCT IT ADVERTISES OR SELLS IS FREE FROM DATE RELATED ERRORS RESULTING FROM THE TURN OF THE CENTURY (THE YEAR 2001). ANY INFORMATION PROVIDED ON PRODUCTS HAS BEEN FURNISHED BY THE MANUFACTURER AND IS PROVIDED TO END USERS "AS IS." STATEMENTS MADE TO YOU IN THE COURSE OF ANY PRIOR, CURRENT, OR FUTURE SALE ARE SUBJECT TO THE YEAR 2001 INFORMATION AND READINESS DISCLOSURE ACT. IN THE CASE OF A DISPUTE, THIS ACT MAY REDUCE YOUR LEGAL RIGHTS REGARDING THE

USE OF ANY SUCH STATEMENTS, UNLESS OTHERWISE SPECIFIED BY YOUR CONTRACT OR TARIFF.

4. (d) MONOPRICE.COM DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED BY LAW, INCLUDING MERCHANTABILITY AND USE FOR A PARTICULAR PURPOSE.

## **Special Handling for Warranties:**

### **Printer Related Consumables**

Items included in this category but not limited to Inkjet Cartridges, Toner Cartridges, and Drum Units.

Inkjet Cartridges have a 6 month replacement warranty period and 3 months from order date to receive a pre-paid return label for items determined to be defective by us.

Toner and Drum Units have a 1 year warranty and 6 months from order date to receive a pre-paid return label for items determined to be defective by us.

Due to tendencies to purchase these items in bulk, for future use, there is a special quantity clause applied to each independent order. Please contact a returns specialist if you wish to receive additional information.

### **Returns**

Returns of Products are subject to Monoprice.com's current return policies which are set forth here on our website and on the invoice. These policies may be subject to additional or lesser return rights adopted by the manufacturer or publisher. The Terms of Sale represent the complete and final agreement between the customer and Monoprice.com for the matters set forth herein and shall be supplemented only by the prices, quantity, and descriptions set forth in Monoprice.com's invoice for the relevant sale. Terms contained in customers' purchase orders, offers to buy, terms and conditions, and the like shall have no effect.

For Refunds: All returns for refund must be authorized by Monoprice.com within 30 days of the delivery date. **There is NO RESTOCKING FEE applied to any returned item(s).** However, S&H cost is not refundable.

For Replacements: Replacements will be provided for any defective product within the specified warranty period for that product. Monoprice.com will only replace item(s) for the exact same item(s) during its warranty period. Sorry, we cannot exchange one item with a different item. The Product ID (PID) must be the same.

Out of Stock or Discontinued Items: If you return a product for replacement and it is Out of Stock or Discontinued when the item is received, you may be contacted by the Monoprice.com Returns team and offered a suitable replacement or option for a store credit.

If return of the defective item is requested by Monoprice.com, you will be emailed a pre-paid UPS return shipping label to return the defective item to us. If no return is requested by Monoprice.com, you will be asked to discard the item.

If a refund is requested, Monoprice.com will issue a refund once the item is returned. If Monoprice.com requests for the item to be returned to us, we will email you a pre-paid UPS return shipping label to return the defective item. If no return is requested by Monoprice.com, a refund will be issued within 1-2 business days. We will issue a refund on shipping paid if, and only if, the defective item is the only item on the order. If there are other items that are being kept on the same order, no shipping refund will be issued. A partial shipping refund may be issued if the returned item is the bulk of the order. Partial shipping refunds will be issued at the sole discretion of the Monoprice.com Returns department.

All returns, whether for refund or replacement, require a Return Merchandise Authorization (RMA). **Products that are returned without prior RMA and the RMA# clearly printed on the address label will be refused and sent back to the sender.** Please use the label provided when your RMA is issued. If you did not receive a copy of the label in your e-mail confirmation, you can print a copy from the RMA Status page in the My Account section of the website after you have logged in.

Monoprice.com is not liable for packages that are lost in transit. It is highly recommended that you use a trackable shipping service when you send back your merchandise.

### **Mini DisplayPort to HDMI / DVI / VGA Adapters**

Consumable / 1-time use items will include but are not limited to: Disposable batteries, universal battery packs (Lithium Ion / NiMH), Cleaning products (containing cleaning fluid), screen protectors, heat shrink tubing, thermal paste, zip ties.

### **Return Policy for Consumable Items and Batteries**

Adapters are not considered cables but fall into the adapter's category. It contains active circuitry normally not found in a standard cable that converts one signal to another. As such, this item would be considered as an electronic item and would be covered under a year warranty from date of purchase.

\*\*Please note the items under this category may be subject to change at Monoprice.com's discretion.

Consumables (i.e., cleaning fluid, thermal paste) – Cannot be replenished. Mechanical parts and other accessories associated with the item will still be covered under our normal warranty policy.

One-time use Items (i.e., Screen protectors, Heatshrink tubing, thermal paste, Zip ties) – Improper installation of these items will not be covered. Any defects or issues will need to be reported to Monoprice.com within 5-days of receiving the item in order to qualify for a

replacement. The warranty will not cover normal wear & tear of the item(s) once the item(s) has been installed/used. Returns cannot be accepted if more than 5% of the overall quantity is used.

Disposable Alkaline Batteries – will not be covered under warranty. Normal 30-day return policy will apply only if item(s) is unopened and in the original packaging.

### **Location based Performance Items (bad reception):**

- - HDTV Antennas
- - WiFi Adapters
- - IR Extenders
- - Wii IR Sensor Bar
- - Bluetooth Products

### **Returns for location based and wireless items:**

Location based/wireless items include, but are not limited to; TV Antennas, Wireless remotes, PCI/USB wireless LAN cards/dongles, Wireless Video extenders, Wireless IR extenders, Wireless routers/printer servers, Wii remotes/accessories, wireless cameras, wireless speakers, etc.

At Monoprice.com, we strive for complete customer satisfaction. Occasionally situations exists which necessitate for a product to be returned for a replacement.

Since these are "Location based items" and the quality of performance greatly depends on the positioning/location and obstacles, it will be at the sole discretion of the Monoprice.com Returns department to determine whether the item is to be considered defective. We will ask a series of questions and there may be some troubleshooting involved. If upon review the item is determined to be defective, the Returns department will issue a return authorization number (RMA) and return instructions will be emailed.

### **Bulk Item Replacement Policy**

Item(s) that belong in this category include but are not limited to; networking bulk cable, Rg6 Bulk cable, Microphone cable, or lengths of un-terminated cable longer than 100 ft.

In general, Monoprice.com does **not** allow partial returns of any item. We often require the item back before we can issue a replacement. For Bulk cable items (which are often used in portions and installed directly into the wall) this can cause potential problems for our customers.

We urge all customers to test the entire cable **BEFORE** installing to prevent these situations. In the event a portion of a product is found to be defective; we may be able to offer partial returns as listed below:

- If more than 50-100% is used before encountering defective cable, request to check stock for returns of cable of same length and gauge\*.
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- If less than 50% of the cable is used, we request all the cable to be returned and will send an entire new unit.

### **Heavy Items (Warranty Shipping):**

Due to the size and weight of the projection screen(s) these items can only be delivered via UPS Freight.

In such cases as the projection screen arrived damaged or defective within 30 days from delivered date, please contact our Returns Department and submit RMA #.

Once an RMA is submitted, the Monoprice.com Returns department will arrange a schedule for pick up by UPS Freight shipping carrier. Because electric Projection Screens need to be returned via UPS SCS. We'll make arrangements to have the item return back to us by UPS.

Monoprice.com will ask for your best time available for UPS pick-up your defective/damaged projection screen. (UPS is available for pickup on normal business days from 10AM-5PM) Once we arrange for UPS to pick-up from your location, Monoprice.com will provide a confirmation # with the date and time for pick-up. Monoprice.com will also complete the Bill of Lading and email to you prior to the pick-up date for you to give to UPS Driver with projection screen.

\*\* Monoprice.com requires photo verification to be submitted for projection screens damaged during transit.

### **Open Box Items**

Open Box items are previously purchased products that were returned to Monoprice.com and are still in as-good-as-new condition. Open box items have been thoroughly tested to ensure proper performance and quality before being repackaged and made available to you at amazing prices. That's not all. We guarantee the quality of our open box items with the same warranties as our new products.

- ✓ Switches and other electronic products: 1 year
- ✓ Cables and non-electronic products: Lifetime

## **LIMITATION OF LIABILITY.**

IN NO EVENT SHALL MONOPRICE.COM BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFIT OR OPPORTUNITY. CUSTOMER'S SOLE AND EXCLUSIVE REMEDY IS STATED IN THE MANUFACTURER'S OR PUBLISHER'S END USER WARRANTY ACCOMPANYING THE PRODUCT. IN NO EVENT SHALL MONOPRICE.COM LIABILITY EXCEED THE REPAIR, REPLACEMENT OR COST OF THE SPECIFIC PRODUCT PURCHASED FROM MONOPRICE.COM. SOME STATES MAY NOT RECOGNIZE A DISCLAIMER OR

LIMITATION OF WARRANTIES AND/OR LIMITATION OF LIABILITY SO THE ABOVE DISCLAIMERS MAY NOT APPLY. CUSTOMER MAY ALSO HAVE DIFFERENT AND/OR ADDITIONAL RIGHTS AND REMEDIES THAT VARY FROM STATE TO STATE.

## **Errors and Omissions**

Monoprice.com makes every effort to ensure the accuracy of the information published on our Web site(s). However, the documents and graphics published on this site may contain technical inaccuracies or typographical errors. Monoprice.com makes no representations about the suitability of the information and graphics presented on this site. All such documents and graphics are provided "as is" without warranty of any kind. If an error is made and a product is listed at an incorrect price, Monoprice.com shall maintain the right to refuse or cancel any orders placed at the incorrect price. If the order has been confirmed and charged to your credit card, Monoprice.com shall immediately issue a credit in the amount of the incorrect price. Note: We do not guarantee Monoprice.com prices listed on other Web sites or price search engines.

## **Monoprice.com Standard Terms of Sale**

All sales are subject to the following terms and conditions:

### **1. 1. Customer Acknowledgment.**

Customer acknowledges agreement with these Terms of Sale by the placement of an order to purchase a product from Monoprice.com. The customer agrees that any dispute with Monoprice.com arising out of the Customer's purchase from Monoprice.com shall be brought by the customer exclusively in the state or federal courts situated in the State of California; and the customer hereby agrees that such venue is appropriate and that Monoprice.com agreement to sell and deliver products to the customer is dependent on this provision.

### **2. 2. Purchase Price.**

1. (a) Prices are listed in Monoprice.com's web site and are subject to change without notice. Prices for certain governmental, corporate, and institutional customers may be set forth in a bid or other written agreement between the parties.
2. (b) Payment is due before shipment, unless credit terms have been arranged in advance with Monoprice.com's Credit Department. In such case, payment terms shall be as set forth in the credit agreement.
3. (c) Monoprice.com sales and use taxes for sales made to residents of the State(s) of California. Monoprice.com shall not be liable for handling or customs charges for shipments outside the United States.
4. (d) All prices listed are in U.S. dollars.

### **3. 3. Shipping Terms.**

Monoprice.com will arrange payment for shipping with the carrier, but such costs are the responsibility of the customer. Risk of loss is upon the customer once Monoprice.com delivers

the product to the carrier. Delivery times are estimates only and Monoprice.com shall not be liable for delays.

4. **4. Vendor License Agreements.**

The customer agrees to abide by all license provisions or end user agreement imposed by the manufacturer or publisher.

5. **5. International.**

Products sold by Monoprice.com , including equipment and software, may be exported from the United States only in accordance with the Export Administration regulations. Diversion contrary to United States law is prohibited. Customer warrants and represents that it is eligible to receive Products under United States law and agrees to abide by any export or re-export restrictions imposed by the manufacturer or publisher. All prices listed are in U.S. dollars.

## **Back Order Policy**

We do our best to fulfill and ship orders the same day if placed by our 2PM PST cutoff. However, occasionally products are not in stock and those orders are then classified as Back Ordered. Orders that fall in to this category are handled personally by our Customer Service team and options will be given to process your order timely. If you have any questions or concerns, you can email us at [backorder@monoprice.com](mailto:backorder@monoprice.com).

## **Non-U.S. Net Users**

Sales of our products must follow U.S. Commerce Department regulations and State Department restrictions. Certain hardware products may not be exported to certain countries, or may be exported only with individual licenses; and software that contains DES data and/or encryption technology may not be exported outside the U.S.

## **Duties and Taxes for International Orders**

Import duties, taxes, and brokerage fees are not included in the product price or shipping and handling cost. Such fees will be collected upon delivery from the carriers of certain packages. These charges are the responsibility of the recipient as we only charge the transportation fees of such packages. You may check with your country's customs office to determine what these additional costs may be. Additionally you may click [here](#) to review additional information for shipments to Canada, which may apply to other countries as well.

## **Price Matching / Price Policy**

Unfortunately, we do not currently offer price matching. For your convenience, all of our most current and lowest pricing is posted on our web site daily. Prices are not negotiable.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.