21211 Nordhoff Street, Chatsworth, CA 91311
Phone: +1-800-237-0402/+1-818-975-3100
Fax: +1-818-236-2161 | support@itcreations.com

30-DAY STANDARD WARRANTY

* Includes ground shipping.

We care deeply about the quality of our products and the critical services they provide. If you believe you have received a product that is defective, we will resolve the problem for you as quickly as possible, per our limited 30-Day Standard Warranty.

Our 30-Day Standard Warranty is applicable to all Servers and Workstations sold by IT CREATIONS, INC. unless sold under a separate warranty agreement specified at the time of the initial purchase. **This warranty supersedes any prior statements or representations made prior to purchasing**.

No warranties or conditions, whether expressed or implied, will apply after the limited warranty period has expired. Some states, provinces, jurisdictions, or countries do not allow limitations on how long an implied warranty or condition lasts, so this limitation may not apply to you.

IT CREATIONS, INC. (Hereinafter ITC) warrants that its products are free from defects in materials and workmanship for thirty (30) days after initial purchase date. The warranty period begins on the date you purchased the product(s) from ITC. The customer will have 2 days (48 hours) from date of delivery to inspect and notify ITC regarding any physical damage or defects with the product. Damaged items returned after the 2-day period, without notifying IT Creations, will be handled on a case-by-case basis. If during the 30-Day Standard Warranty period a product is found to be defective, ITC will offer one or more of the following solutions at its discretion:

a. ITC will repair the product
b. ITC will issue replacement parts for repair
c. ITC will issue a replacement of comparable or superior quality

Additional Terms and Conditions
ITC strongly suggests all customers regularly and consistently backup their network data per industry standards, and to initiate a complete data backup of any systems prior to sending in for warranty repair. For any parts that need to be replaced, ITC will require the customer's cooperation in diagnosing any defects or issues with the product and that ITC's warranty processes are enforced. For any incident covered by this limited hardware warranty, you must use ITC provided parts and products, which ITC will provide to you for no additional charge. Failure to use ITC provided products will void this warranty.

Covered by this limited hardware warranty
This warranty is limited to defects in materials and workmanship occurring during the manufacture or assembly of the system.

Not covered by this limited hardware warranty

- Any software installed on the system, including the operating system installed by IT Creations.
- Third-party software or re-installation of software
- Data loss from hardware failure or resulting from efforts to repair the system or associated components
- Problems resulting directly or indirectly from:
  - Improper use of the equipment not in accordance with manufacturer specifications and instructions
  - Lack of preventative maintenance
  - Use of components that are not supported per the manufacturer's specifications or not provided for by ITC
  - Any third-party components added after receipt of system from IT Creations
  - Products with missing or altered service tags or serial numbers
  - Damage resulting from impact or an act of God
  - Normal wear and tear
- Products for which ITC has not received payment

Ownership and warranty transfer
Transfer of ownership of servers or workstations without prior written approval from ITC will void the warranty. Resellers or consultants must notify ITC of their intent to transfer ownership and warranty at time of initial purchase. For more information about transferring ownership, contact your sales representative at ITC, or call the number above. Notification should include the serial number of the product to be transferred, name and address used at the time of purchase, and the new name and address to transfer ownership and warranty.

Returning your product
If a product is found to be defective during the warranty period, ITC must be contacted via phone (+1-818-975-3100) or email (support@itcreations.com). **For the return process to be completed, a Return Materials Authorization (RMA) form must be completed** via www.itcreations.com/rma-form.asp.

Technical support and remote troubleshooting are available weekdays from 8:30am to 5:30pm PST. **If any systems, components, or products are returned to ITC under warranty, they will be thoroughly tested and inspected for quality.** On the condition that the systems or components are indeed without any defects, ITC reserves the right to recover any shipping expenses. If ITC determines that the problem is not covered under this warranty, ITC may offer alternate services on a fee basis.

ITC covers two-way return shipping for continental United States for customers who purchased shipping as part of their original order. International customers are responsible for all shipping costs. **Returned products must be shipped to the address below along with the completed RMA form and the RMA reference number:**

IT Creations, Inc.
RMA Reference #
21211 Nordhoff Street
Chatsworth, CA 91311